Guide to contracting

We contract with physicians, pharmacists, other health care professionals and facilities to build provider networks that support health care delivery to our members. This guide explains the onboarding steps required to become a contracted provider on our networks.

All information in this guide is available in the Contracting & Credentialing section of our provider website at **regence.com**. You can also track completed and outstanding onboarding tasks in the Onboarding Tracker on Availity Essentials' Payer Spaces.

Step 1: Apply for credentialing

All facilities and providers must meet our credentialing criteria, complete credentialing and finish all required onboarding tasks before they can participate in our provider networks.

Confirm before you apply

Before submitting a credentialing application, please confirm:

1. We contract with your specialty type.
2. Our networks are open to participation.
3. You have a signed CP 575 or 147C letter from the Internal Revenue Services (IRS). Do not bill using your Social Security number.

Notes:

- We do not accept unsolicited credentialing applications from individuals or facilities not listed as a covered provider.
- If a new provider is joining your clinic, contact us first to check whether that provider already has an active credentialing record before submitting a new application.

Onboarding takes approximately 60 days to complete and involves several tasks. The process starts when you submit a credentialing application and ends when your agreement documents are signed or a newly credentialed provider is added to an existing agreement for a contracted tax ID.

Dentists and dental professionals

View contracting information and submit an application to join our networks by visiting **regencedental.com**.

Submit a credentialing application

After confirming the previous steps, submit a credentialing application:

- **Dentists and dental professionals**: Visit **regencedental.com** to submit an application to join our networks.
- **Physicians and other health care professionals**: Complete the online application through the Council for Affordable Quality Healthcare, Inc. (CAQH) Provider Data Portal.
- Notify our Credentialing department by completing the CAQH profile notification form.
- Submit your 147C or CP575 by email or fax to 1 (888) 3335-3002.
- **Organizations and facilities**: Submit an *Organizational Provider/Facility Credentialing/Recredentialing Application*.

Incomplete applications will delay processing. We verify information submitted on credentialing applications using national and state data sources before final review and approval.

Designate who can review and sign your agreement documents

When you submit your credentialing application, designate a person who is authorized to review, accept and electronically sign agreement documents on your behalf This person is your legal contract signatory. Your contract signatory can be:

- A physician
- Another health care professional
- An office manger
- A contract coordinator
- Any other a person with the authority to sign agreements on your behalf

We will email your contract signatory when an agreement, amendment or addendum is available for review or signature.

We recommend using a dedicated email account for contracting purposes, rather than an individual email account. This helps ensure future contractual communications are received even if staffing changes occur. Submit an *Electronic Contracting Registration* form to notify us of changes to this information.

Understand your rights and responsibilities

You have the right to review information submitted in support of your credentialing application, including information from outside sources, such as malpractice insurance and state licensing boards.

Contracted providers and facilities must submit claims and receive claims vouchers and payments electronically. You must have a National Provider Identifier (NPI) and a taxonomy code to submit claims. An NPI can be obtained from CMS. View other responsibilities of participation.

Complete the onboarding process

While you wait for credentialing approval, complete the following required onboarding tasks:

- Register for Availity Essentials
- Enroll for electronic funds transfer (EFT)
- Submit your CP 575 or 147C letter

Note: If you are joining an existing agreement for a contracted tax ID, you may not need to complete all onboarding tasks.

Onboarding tracker

Quickly view your completed and outstanding onboarding tasks in the Onboarding Tracker, on Availity Essentials' Payer Spaces.

Step 2: Register for Availity Essentials

While you wait for credentialing approval, register for Availity Essentials. Availity's secure multi-payer web portal allows access to multiple payers, including Regence, with a single sign-on. Check member eligibility and benefits, claims information, remittance advices and many other services, including electronic claims submission, pre-authorization and notification.

Step 3: Enroll for EFT

All providers, except those outside our service area, are required to receive payment for claims submitted to us via EFT. To enroll, use the Transaction Enrollment Tool on the main menu of Availity Essentials: My Providers>Enrollments Center>Transaction Enrollment. View instructions for enrollment on Availity Essentials: Payer Spaces.

Step 4: Submit your CP 575 or 147C letter

If you did not submit your CP 575 or 147C letter as part of your credentialing application, fax your document to 1 (888) 335-3002.

A CP 575 letter is generated by the IRS when an Employer Identification Number (EID) is granted. Replacement CP 575 letters cannot be generated; a 147C letter contains the same information as the original CP 575.

Request a 147C letter by phoning the IRS at 1 (800) 829-4933. You can elect to receive the 147C via fax or email.

Step 5: Review and sign your agreement

If an agreement is required, we will email your designated contract signatory within 30 days after your credentials are approved The email will explain that documents are available in DocuSign for review and electronic signature.

Notes:

- To help prevent DocuSign emails from being filtered as spam, add **@DocuSign.net** to your email address book.
- If you are joining an existing agreement for a contracted tax ID, you will be added to that agreement and will not need to sign agreement documents. We'll notify the tax ID owner of your participation date.
- Agreement documents must be signed by an authorized officer within your group to be legally binding. **They cannot be signed with the clinic name**.

The email will contain a link to your agreement documents in DocuSign. Follow the on-screen instructions to review and electronically sign your agreement. You may create a free DocuSign account to access documents that require your signature, but an account is not required. If no signature is required, you will receive an email with a copy of your agreement documents.

The onboarding process is not complete until your agreement documents have been signed

Delays in signing agreement documents may impact your network participation effective date and may require you to complete the credentialing process again. Please be sure to sign agreement documents promptly.

Document your network participation date

After your agreement is signed, you will receive an email within 10 business days confirming your participation on our network(s). This email will also include your effective date of participation.

If you are a newly credentialed provider joining an existing medical group agreement, your participation effective date will be the latter of:

- the date the credentialing application is considered complete, or
- the date requested on the credentialing application, whichever is later.

An application is determined to be complete during the credentialing approval process.

Once the contracting process is complete, you may begin submitting claims as a participating provider. Claims submitted before your network participation date will be processed as out-of-network. Learn more about determining your participation effective date.

Subscribe to our communications

Newsletter

Our provider newsletter, *The Connection*SM, is published in February, April, June, August, October and December. Each issue contains important news and notices we are contractually required to communicate to you, including updates to our:

- Medication policies
- Pre-authorization requirements
- Reminders about changes to our medical and reimbursement policies

Bulletin

The Bulletin contains recent and upcoming changes to our medical and reimbursement policies. Published monthly, it is a supplement to our bimonthly newsletter.

Read the current issues and subscribe to our newsletter and bulletin today.

Become familiar with our website

Our provider website includes information about:

- Who to contact
- Forms & documents
- Policies & guidelines
- Products & programs
- Administrative Manual
- Latest news and updates
- Contracting & credentialing
- Pre-authorization & referrals
- Submitting claims and receiving payment
- How to review and update your practice information
- Toolkits with carefully curated resources to support your practice and patients

Prepare to submit claims electronically

We require claims to be submitted electronically. Review options for electronic claims submission.

Administrative Manual

Our *Administrative Manual* includes policy and procedure information for day-to-day reference by providers and their staff. It also includes contractual requirements and responsibilities.

Support

During onboarding you will have access to a dedicated onboarding team to answer questions or help you navigate the process.

After onboarding is complete, newly contracted participating providers can access our Self-Service Tool and a dedicated Provider Contact Center. View who to contact for support.

Find a doctor

Participating providers are listed in our online directory. Contracted providers must verify their practice information and network participation every 30 days. Notify us promptly if any information is incorrect or if any of the following changes:

- Specialty
- NPI number
- Phone number
- Organization's address
- Accepting new patients
- Tax identification number
- Providers joining or leaving your clinic or practice
- Behavioral health areas of clinical focus

Learn more about validating your directory information and notifying us of changes.

Onboarding resources

The following resources can help you complete required onboarding tasks and get started as a participating provider.

Onboarding Tracker

The Onboarding Tracker shows the status of your required onboarding tasks at a glance. Access it on Availity Essentials: Payer Spaces.

Provider website,

Our provider website includes helpful resources, such as:

- Onboarding resources to help you complete required tasks.
- Self-Service Tool for 24/7 access to answers to frequently asked questions and other website resources.

Onboarding team

Our onboarding team is here to support you through the onboarding process. You will receive email guidance and have access to dedicated support along the way.