

Adding a New Provider to an Existing Practice/Tax ID

If your new provider is not already credentialed with Sentara Health Plans, submitting the Provider Update Form will initiate the Sentara practitioner credentialing process. Sentara utilizes the Council for Affordable Quality Healthcare (CAQH) application for credentialing. Please ensure the provider has an active CAQH application prior to submitting this request.

If your practice (tax ID) is currently not in network with Sentara, please **do not** submit a Provider Update Form. To request network participation/contract, please complete the Request for Participation form available on the Join our Network page at sentarahealthplans.com/providers.

Please follow the steps below for submission:

1. Ensure the practitioner's Council for Affordable Quality Healthcare (CAQH) application is complete and up-to-date. Please adhere to the CAQH requirements below; omitting required fields or required attachments will cause your request to be returned to you for correction and will delay the new provider credentialing process.
2. Complete and submit the online Provider Update Form on the Update Your Information page at sentarahealthplans.com/providers.

Sentara requires that the CAQH application contain the following information:

- CAQH attestation must be current. CAQH applications that have not been attested within 120 days will not be accepted.
- Board Certification information or date when taking boards.
- All past and current state licenses and DEA information.
- Explanation for any malpractice suits.
- Explanation for gaps in malpractice insurance.
- Education history, including applicable internship/residency/fellowships.
- Work history for past 10 years.
- Explanation of any work history gaps greater than six months.
- Professional references from two providers with contact phone numbers.
- Covering colleagues or partners/associates.
- Foreign languages spoken.
- Listing of hospital privileges (if applicable).
- ECFMG number (if applicable).

The following must also be attached in CAQH:

- Copy of curriculum vitae or resume in month and year format.
- Seven years of malpractice history (two years for midlevel providers).
- Copy of the Nursing Board Certificate (ANCC, AANP, NCC, PNCB) when applicable.

For assistance with a CAQH application, please contact the CAQH provider help desk at **1-888-599-1771** or providerhelp@ProView.CAQH.org.