

Enrollment and Credentialing Application Status Inquiries

This document describes the process for a provider to contact a health plan regarding the status of a credentialing application including the signed contract necessary for provider enrollment. Providers should allow a reasonable amount of time to pass so that primary source verification and enrollment processes can be completed before your inquiry.

If your question is specific to the status of a credentialing application, you may access your application via the CAQH website (<https://upd.caqh.org/OAS/>). Once in your individual CAQH record, go to the Start tab and select Your Activity Log.

Plan Name	Inquiries related to.....			
	How to join the network (become contracted)	General Inquiries about a submitted credentialing application	The status of a submitted enrollment application and contract for a new provider joining the health plan for the first time.	The status of a submitted enrollment application and contract for a provider already existing with the health plan.
Blue Cross Blue Shield	Email ProviderApplicationStatus@bcbsma.com 800-316-2583	Email ProviderApplicationStatus@bcbsma.com 800-316-2583 Credentialing application questions should be directed to CAQH at 888-599-1771	Email ProviderApplicationStatus@bcbsma.com 800-316-2583	Email ProviderApplicationStatus@bcbsma.com 800-316-2583
Boston Medical Center HealthNet Plan	Email Provider Relations Email: Provider.info@bmchp.org Provider Service Center 888-566-0008	Email providerprocessingcenter@bmchp.org Credentialing application questions should be directed to CAQH at 888-599-1771	Email providerprocessingcenter@bmchp.org	Email providerprocessingcenter@bmchp.org
Fallon Health	Email:	Email:	Email:	Email:

Plan	askfchp@fchp.org 866-275-3247, Opt 4	askfchp@fchp.org 866-275-3247, Opt 4 Credentialing application questions should be directed to CAQH at 888-599-1771	askfchp@fchp.org 866-275-3247, Opt 4	askfchp@fchp.org 866-275-3247, Opt 4
Harvard Pilgrim HealthCare	Provider Service Center 1-800-708-4414	Provider Service Center 1-800-708-4414 Credentialing application questions should be directed to CAQH at 888-599-1771	Email provider_callcenter@hphc.org Phone 1-800-708-4414	Email provider_callcenter@hphc.org Phone 1-800-708-4414
Health New England	Provider Contracting email: PContracting@HNE.com Phone: 413-233-3175	Credentialing email: PROVCRED@HNE.com Phone: 413-233-3980 Fax: (413)233-233-2808 Credentialing application questions should be directed to CAQH at 888-599-1771	Provider Contracting email: PContracting@HNE.com Phone: 413-233-3175	Credentialing email: PROVCRED@HNE.com Phone: 413-233-3980 Fax: 413-233-2808
Allways Health Partners – formerly Neighborhood Health Plan	pec@allwayshealth.org	Toll Free Ph# 800-433-5556 Credentialing application questions should be directed to CAQH at 888-599-1771	pec@allwayshealth.org	pec@allwayshealth.org

<p>Tufts Health Plan</p>	<p>Email: tufts_health_plan_credentialing_department@tufts-health.com</p> <p>Call 888-306-6307 Fax 617-972-9591</p> <p>Credentialing Department 705 Mt Auburn Street, 6th Floor Watertown, MA 02472</p>	<p>Email: tufts_health_plan_credentialing_department@tufts-health.com</p> <p>Call 888-306-6307 Fax 617-972-9591</p> <p>Credentialing Department 705 Mt Auburn Street, 6th Floor Watertown, MA 02472</p>	<p>Email: tufts_health_plan_credentialing_department@tufts-health.com</p> <p>Call 888-306-6307 Fax 617-972-9591</p> <p>Credentialing Department 705 Mt Auburn Street, 6th Floor Watertown, MA 02472</p>	<p>Email: tufts_health_plan_credentialing_department@tufts-health.com</p> <p>Call 888-306-6307 Fax 617-972-9591</p> <p>Credentialing Department 705 Mt Auburn Street, 6th Floor Watertown, MA 02472</p>
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