

## 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	<a href="mailto:ProviderApplicationStatus@bcbsma.com">Email ProviderApplicationStatus@bcbsma.com</a>  800-316-2583	<a href="mailto:ProviderApplicationStatus@bcbsma.com">Email ProviderApplicationStatus@bcbsma.com</a>  800-316-2583  Credentialing application questions should be directed to CAQH at 888-599-1771	<a href="mailto:ProviderApplicationStatus@bcbsma.com">Email ProviderApplicationStatus@bcbsma.com</a>  800-316-2583	<a href="mailto:ProviderApplicationStatus@bcbsma.com">Email ProviderApplicationStatus@bcbsma.com</a>  800-316-2583
Boston Medical Center HealthNet Plan	Email Provider Relations Email: <a href="mailto:Provider.info@bmchp.org">Provider.info@bmchp.org</a>	Email <a href="mailto:providerprocessingcenter@bmchp.org">providerprocessingcenter@bmchp.org</a> Credentialing application questions should be	Email <a href="mailto:providerprocessingcenter@bmchp.org">providerprocessingcenter@bmchp.org</a>	Email <a href="mailto:providerprocessingcenter@bmchp.org">providerprocessingcenter@bmchp.org</a>

	Provider Service Center 888-566-0008	directed to CAQH at 888-599-1771		
Fallon Health Plan	Email: <a href="mailto:askfchp@fchp.org">askfchp@fchp.org</a> 866-275-3247, Opt 4	Email: <a href="mailto:askfchp@fchp.org">askfchp@fchp.org</a> 866-275-3247, Opt 4 Credentialing application questions should be directed to CAQH at 888-599-1771	Email: <a href="mailto:askfchp@fchp.org">askfchp@fchp.org</a> 866-275-3247, Opt 4	Email: <a href="mailto:askfchp@fchp.org">askfchp@fchp.org</a> 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 <a href="mailto:provider_callcenter@hphc.org">provider_callcenter@hphc.org</a> Phone 1-800-708-4414	Email <a href="mailto:provider_callcenter@hphc.org">provider_callcenter@hphc.org</a> Phone 1-800-708-4414
Health New England	Provider Contracting email: <a href="mailto:PContracting@HNE.com">PContracting@HNE.com</a>	Credentialing email: <a href="mailto:PROVCRED@HNE.com">PROVCRED@HNE.com</a> Fax: (413)233-2808 Credentialing application questions should be directed to CAQH at 888-599-1771	Provider Contracting email: <a href="mailto:PContracting@HNE.com">PContracting@HNE.com</a>	Credentialing email: <a href="mailto:PROVCRED@HNE.com">PROVCRED@HNE.com</a> Fax: (413)233-2808
Network Health	Call Customer Service Dept (888-257-1985) or <a href="http://www.network-health.org">http://www.network-health.org</a> /or Mail request to: Network Health 101 Station Landing, 4 <sup>th</sup> Fl Medford, MA 02155 Attn: Contracting Dept	Call Customer Service Dept (888-257-1985)  Credentialing application questions should be directed to CAQH at 888-599-1771	Call Customer Service Dept (888-257-1985)	Call Customer Service Dept (888-257-1985)
Neighborhood Health Plan	<a href="mailto:prweb@nhp.org">prweb@nhp.org</a>	Toll Free Ph# 1-855-444-4647 Credentialing application	<a href="mailto:prweb@nhp.org">prweb@nhp.org</a>	<a href="mailto:prweb@nhp.org">prweb@nhp.org</a>

		questions should be directed to CAQH at 888-599-1771		
Tufts Health Plan	<ul style="list-style-type: none"> <li>➤ Call 888-880-8699 x2899</li> <li>➤ Email your Credentialing Contact</li> <li>➤ Visit <a href="http://www.tuftshealthplan.com">www.tuftshealthplan.com</a></li> <li>➤ If you would like to establish a shared weekly email communication document of all open adds, link, changes, please call us at the number above, ext. 2899.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Call 888-306-6307 x3153</li> <li>➤ Email your Provider Information Contact</li> <li>➤ Visit <a href="http://www.tuftshealthplan.com">www.tuftshealthplan.com</a></li> <li>➤ If you would like to establish a shared weekly email communication document of all open adds, link, changes, please call us at the number above, ext. 2899</li> </ul>	<ul style="list-style-type: none"> <li>➤ Call 888-880-8699 or 888-306-6307 x2169</li> <li>➤ Email your Credentialing or Provider Information Contact</li> <li>➤ Visit <a href="http://www.tuftshealthplan.com">www.tuftshealthplan.com</a></li> <li>➤ If you would like to establish a shared weekly email communication document of all open adds, link, changes, please call us at the number above, ext. 2899</li> </ul>	<ul style="list-style-type: none"> <li>➤ Call 888-880-8699 or 888-306-6307 x2899</li> <li>➤ Email your Credentialing Contact</li> <li>➤ Visit <a href="http://www.tuftshealthplan.com">www.tuftshealthplan.com</a></li> <li>➤ If you would like to establish a shared weekly email communication document of all open adds, link, changes, please call us at the number above, ext. 2899</li> </ul>