

# Get Started: Credentialing

We are excited for you to join the Health First Health Plans Network!

Please note that each provider that practices with your group or organization must be credentialed by Health First Health Plans before they show in our Provider Directory. In addition, Health First Health Plans will deny claims for services rendered by providers who are not credentialed .

Please see below for details on how Health First Health Plans credentials individual providers, what you can do to complete or expedite the credentialing process and how you can check on the credentialing status of a provider at any time online.

## Providing required credentialing info:

If you have not already done so, please provide all necessary information to kick off the credentialing process.

- An attached roster with the required information:
  - a. First Name, Last Name, Degree, NPI, TIN, Specialty, CAQH ID, Service Locations, Board Certification, FL DEA License, Supervising Physician (for Mid-Levels), Participating Hospital/ASC Privileges (if applicable)
- For Facilities, required documentation include:
  - a. Facility roster
  - b. A copy of Health First Health Plans' Facility Credentialing Application
  - c. A copy of the Facility's operating license
  - d. A copy of the Certificate of General and Professional Liability Insurance that meets Health First Health Plans's requirements.
  - e. A copy of the Facility's accreditation; if the facility is not accredited, a state or federal site survey inspection will work as well (this may not be older than three years old as of the current date)

## Once credentialing is complete:

The credentialing process can take up to 60 days once a provider has updated their profile with CAQH and we have received all the required information. Each provider will be added to our directory on a rolling basis once they are individually approved.

## Timing of showing "In Network":

Please note that after credentials have been approved, it can take up to two weeks for the provider to appear in the Health First Health Plans Provider Directory. Depending on the market launch date, a provider may not show up until the Open Enrollment period.

## Checking Credentialing status:

To check on each provider's credentialing status, please reach out to [HFHPCredentialing@hf.org](mailto:HFHPCredentialing@hf.org).

## Adding new providers or facilities to a group already INN:

Please email [HFHPCredentialing@hf.org](mailto:HFHPCredentialing@hf.org) with the credentialing requirements listed above to kick off credentialing for the new providers or facilities.

For more resources and information, visit [myHFHP.org/myAHplan.com](http://myHFHP.org/myAHplan.com), where you can find links to our provider manual, clinical guidelines, provider portal login and more.