

Individual Clinician Recredentialing

Frequently Asked Questions

1. How often does Optum require Individual Clinicians to be Recredentialed?

Optum requires Recredentialing every 36 months.

2. How far in advance of the Recredentialing date will I receive notice?

At a minimum of 6 months in advance from the recredentialing date.

3. How do I ensure the recredentialing notice is sent to the correct person/address?

You can ensure the recredentialing notice is sent to the correct person/address/email by updating this information on Provider Express.

For Individual Providers - [My Practice Info \(BH1586\) \(brainshark.com\)](#)

For Groups - [Provider Express Group My Practice Info Navigation](#)

4. Who will I receive notice from to start the recredentialing process?

Optum coordinates with Verisys to complete the recredentialing of individual providers. Initial outreach attempts for recredentialing will be sent by Verisys. If the recredentialing process is not completed by the deadline provided from Verisys, additional outreach attempts would then be made by Optum.

5. What do I need to do if I am in a state that does not require the use of CAQH?

Each Participating Clinician must submit their completed application and supporting documentation within the time frames established by Optum. If you do not have one, please request a state application from Verisys or email BHcredentialing@optum.com.

6. How long does the recredentialing process take once all required information is received by Optum?

Once all recredentialing materials have been received by Optum from Verisys, the file will be completed anywhere from 1 week to 1 month depending on the recredentialing date.

7. How will I be notified that my recredentialing is approved and completed?

You will receive a letter stating your recredentialing was approved. The letter will also provide you with the next date recredentialing will be due.

8. What will happen if the recredentialing application is not submitted timely?

Failure to comply with submitting a complete recredentialing application will result in termination from the network, according to the Participating Clinician's Agreement.

9. If I am terminated from Optum's network due to failing to comply with the Recredentialing policy, what do I need to do?

You will need to submit a New Provider Request Form to apply to be a credentialed clinician with Optum again - [Individually Credentialed Clinicians \(providerexpress.com\)](https://providerexpress.com).

10. Where can I find general information about Recredentialing with Optum?

You can find general information about Recredentialing with Optum at [Optum/United Behavioral Health Credentialing Plan \(providerexpress.com\)](https://providerexpress.com).

11. Where can I send recredentialing materials if it is past the date Verisys will receive them?

Recredentialing materials can be emailed to BHcredentialing@optum.com or faxed to 1-877-319-2263.