

# Credentialing FAQs

## How do I request a contract from EyeMed?

Visit our [website](#) and enter your contact information and complete the online form including which networks you are interested in apply for or if you have been contacted by a recruiter, you may work with that recruiter directly.

## How long does the contracting and credentialing process take to complete?

The contracting process may take up to 90 days. Depending on the method you used to sign up, EyeMed will send you a contract through email or through coordinating with an EyeMed recruiter. The time you take to review and accept the contract may impact the 90-day targeted timeline.

## What happens once I accept my contract?

Once we've received and processed the executed contract, you'll be notified by email that your request has been completed. This means you're ready to start credentialing, but you are not able to see EyeMed members as in-network patients just yet. EyeMed will link you to Council of Affordable and Quality Healthcare (CAQH) where you can authorize EyeMed to access your CAQH profile. You will need to verify that your CAQH profile is up to date, as we rely on that information to confirm requirements. In addition, when you accept your contract, you will be prompted by EyeMed to fill out the account form to gain access to our online claims system.

## Does EyeMed manage my credentialing process?

EyeMed uses Gemini Diversified Services, a Credential Verification Organization (CVO) for credentialing. You may be contacted by Gemini for information to verify your data and are asked to respond quickly to avoid credentialing delays.

## How can I track my credentialing process?

Providers can check their status by logging into the [online claims system](#), selecting Provider Website, then viewing your EyeMed credentialing status tracker located under My Request. You'll receive email updates as you move through the process and upon completion. Your credentialing dates are also viewable in Exclaim so you can prepare in advance.

## What if I'm missing information?

If your CAQH file is incomplete, provider outreach occurs requesting you to update your CAQH file. If you do not make the updates within 15 days of the request, then we are required to stop the credentialing process, and you will be notified. If your information is accurate in CAQH, it is very unlikely that you will be contacted by Gemini. If you do not provide missing information, you may have to reapply to the network as a new provider.

## How can I correct erroneous information received during the credentialing?

If the information we receive from the CVO differs from what's on the application, we'll contact you. You'll have 15 days from the date of receipt to respond. Your response must be submitted via our [Escalated Provider Request Form](#). We will review and validate your response as well as correct the information in our system within 15 days of the receipt of your response. This lets you correct any inaccurate information from the CVO submitted by third parties through the primary source verification process.

## What happens after my credentialing is approved?

You'll receive a welcome letter in the mail notifying you that you're now active. The letter will contain:

- Instructions on how to access our systems; Exclaim online claims system and inFocus, the provider communications portal
- Information on the "Onboarding tools"
- Information on the "Data maintenance and compliance"

## What happens if I'm not approved?

If you are not approved for participation, we will notify you of the reasoning for your denial and will provide an option to submit an appeal if you choose to do so.

## What if my denial occurs due to missing documentation?

If you receive a denial letter that occurs due to missing information, and you wish to submit you may do so by mail or fax within 15 days from the date of receiving your denial letter and following the necessary steps.

## How often do I need credentialed?

EyeMed providers must be credentialed every 3 years so we can verify the validity of your

provider status. You are notified by EyeMed when you're up for recredentialing.

## Who do I contact if I have additional questions?

Send us a [message](#) or call us at 888.581.3648.

**Disclaimer:** This FAQs are intended to provide you support to frequently ask questions on EyeMed's credentialing and recredentialing process. Please reference EyeMed's provider manual for specific details regarding our credentialing and recredentialing requirements.