

# Recredentialing FAQs

## How do I know when it's time for recredentialing?

EyeMed providers complete recredentialing every three years so we can verify the validity of your provider status. You'll receive a letter in the mail and EyeMed's online claims system will also notify you when it's time to begin recredentialing. Your credentialing dates are always available in your provider profile.

You will need to verify that your CAQH profile is up to date, as we rely on that information to confirm requirements.

## Does EyeMed manage my recredentialing process?

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

## What if I'm missing information?

If your CAQH file is incomplete, provider outreach occurs requesting you to update your CAQH file. If the update is not complete (after 15 days) the credentialing process will stop, and you will be notified. If your information is accurate in CAQH, it is very unlikely that you will be contacted by Gemini.

Important: If your profile is not complete, preventing completion of recredentialing within 90 days, you will be removed from the network. 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.

## How can I track my recredentialing process?

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

## 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.