



Behavioral Health Credentialing Frequently Asked Questions

1. What are the minimum requirements to participate in the Superior network?
 - Current and valid license or certificate. Please see the acceptable licenses document found on our website at <https://www.SuperiorHealthPlan.com/providers/resources/forms.html>.
 - Professional liability insurance with minimum limits according to state/license type requirements.
 - Current individual National Provider Identification number (NPI).
2. How do I join the Superior Network?
 - Complete a Network Request on our website at <https://www.SuperiorHealthPlan.com/providers/become-a-provider.html>.
3. What documents should be completed to request network consideration?
 - Individual and group providers:
 - Network Participation Form including:
 - Provider Specialty Profile (PSP) with The Council for Affordable Quality Healthcare (CAQH) number.
 - Disclosure of Ownership and Control Interest Statement (DOO).
 - Signed and dated W-9 with IRS registered legal business name and billing address information.
 - CAQH application completed and attested in the past 120 days.
 - Facility/Agency Providers:
 - Network Participation Form including:
 - Behavioral Health Facility and Ancillary Credentialing Application.
 - Disclosure of Ownership and Control Interest Statement (DOO).
 - Roster Form.
 - Signed and dated W-9 with IRS registered legal business name and billing address information.
 - Other documents as indicated within the Behavioral Health Facility and Ancillary Credentialing Application.
4. What is CAQH?
 - CAQH is a web-based credentialing tool that streamlines the credentialing process by enabling you to complete your credentialing application online and is available to you at no cost 24 hours a day, 365 days a year. The CAQH application eliminates the need for you to fill out multiple applications for each health plan. You may save your application and return to it at any time. You need to re-attest or update your information every 120 days.
 - *The CAQH application is not the same as the Provider Specialty Profile.*



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5. Do I need to have a CAQH number before I can apply to the Superior Network?
 - Yes, you need a CAQH number prior to applying to the Superior Network. You can register yourself on CAQH by going to proview.caqh.org and click on “Register Now” on the right side of the page.
6. Does CAQH notify Superior when my application is complete or when I make demographic updates?
 - No, you must notify Superior once your application is complete, as well as when any demographic updates are made.
7. What is the purpose of the PSP and why must I complete this form?
 - The PSP provides Superior with information necessary to populate our directory and appropriately refer members for care.
8. Are there any additional documents that will be required throughout the credentialing process?
 - Depending on your state and license type, there may be additional documents that are requested from you. If requested, these would be required in order to complete your credentialing packet.
9. What is credentialing and how long does the credentialing process take?
 - Credentialing is the process by which we complete primary source verification of your training, education and license. After verification is completed, your information is reviewed by our credentialing committee. Credentialing is completed in accordance with applicable state laws and averages 90 days. If you have not heard back from us after 90 days, you may inquire about the status of your credentialing application by contacting customer service.
10. I am a provider joining a group practice that is contracted with Superior; will I automatically be considered a participating provider?
 - No, all group providers must be individually credentialed to be listed as a participating provider in the Superior Network.
11. How will I be notified of my effective date in the Superior network?
 - You will receive a letter indicating your contract effective date.
12. When can I begin providing services to Superior members?
 - Once you receive your letter indicating your contract effective date you can begin providing services to Superior members.