



Clinician Q&A

CAQH is now DataSpring, powered by CAQH. This Q&A explains what the rebrand means for clinicians, practice managers, and provider groups.

About the Rebrand

Q: Has the company name changed?

A: Yes. CAQH has rebranded as DataSpring, powered by CAQH.

Q: Why did CAQH rebrand as DataSpring?

A: DataSpring, powered by CAQH, reflects our focus on making provider data easier to manage, easier to trust, and more useful across healthcare.

Q: Why did CAQH become a for-profit company, and does that change DataSpring's neutrality?

A: We understand why clinicians may have this question. DataSpring's role has not changed: it continues to serve as a secure, neutral repository where clinicians and practices can enter and maintain their information once, instead of managing separate credentialing applications and portals for each payer they work with. The change in corporate structure does not change clinician control, data permissions, or the requirements that govern how information is authorized and used.

Q: Was CAQH sold or acquired?

A: No. CAQH was not sold or acquired. DataSpring's governance and product feedback processes are designed to keep clinician needs central, including through an independent Provider Advisory Council that brings provider perspectives into ongoing product input and decision-making. DataSpring is owned by shareholder companies affiliated with leading health plans who are among the platform's core customers. This model enables us to provide the platform at no cost to clinicians, provider groups, and practices. This ownership model does not give health plans control over clinician profiles, change DataSpring's role as a neutral platform, or alter the safeguards that govern access to clinician information.

Q: Do health plans own or control my provider profile?

A: No. Health plans do not own or control clinician or provider profiles. Before a shared platform like DataSpring's CAQH Provider Data Portal, a clinician working with multiple payers could be asked to complete and update the same information across many different applications and portals. DataSpring helps reduce that burden by giving clinicians one secure place to maintain their information, with authorized health plans accessing it only for approved administrative workflows, such as credentialing, enrollment, and directory management.

Q: Do I need to do anything because of the rebrand?

A: No action is needed. Your portal access, account information, provider profile, and saved links remain the same.

Your Data, Privacy, and Cost

Q: Who owns my provider profile?

A: Your provider profile is yours. The rebrand does not change your ownership, control, or rights to your information.

Q: What will DataSpring do with my data?

A: DataSpring continues to support the same authorized data-sharing model in place today. You control the information in your provider profile and provide the permissions that allow DataSpring to make it available to authorized parties for approved workflows, such as credentialing, directory management, and related administrative processes.

Q: Does DataSpring have access to clinical or claims data?

A: No. DataSpring does not have access to clinical or claims data, including patient care records or clinical notes. Our work supports administrative and operational processes and does not involve reviewing clinical care or claims information.

Q: Is my information still secure?

A: Yes. The rebrand does not change how your information is protected.

Q: Will providers be charged to use the portal?

A: No. Providers will not be charged to use the portal. This has not changed.

Portal Access and Communications

Q: Has my portal access changed?

A: No. Your login credentials and portal access remain the same, and saved links will continue to work or redirect correctly.

Q: Is there a new website?

A: Yes. DataSpring has a new main website, dataspring.com, but the provider portal has not changed.

Q: Will the portal look or work differently?

A: You may see updated branding, but the portal experience and core functionality remain the same.

Q: Will future communications come from DataSpring?

A: Yes. You will see communications and resources using the DataSpring name and branding.

Q: What if I am unsure whether a message is legitimate?

A: If you are unsure, contact the Solutions Center before acting.

Why Data Quality Matters

Q: Why is DataSpring focused on data quality?

A: Accurate provider data helps support credentialing, enrollment, directories, referrals, and patient access. Data quality starts at the source with information providers can review, confirm, and update.

Q: What does better data quality mean for clinicians?

A: It means less repeated data entry, clearer information to review, fewer follow-up requests, and more confidence that your provider profile is accurate and ready to use.

Q: How does DataSpring help improve provider data quality?

A: We use provider-supplied information, trusted sources, and validation to help keep provider records accurate, complete, current and unique.

Q: What is a trusted provider record?

A: A trusted provider record brings together clinician-supplied information and authoritative sources so the same core information can support credentialing, enrollment, directories, and other workflows.

Training and Support

Q: Do I need training because of the rebrand?

A: No required training is needed. Optional tutorials are available through DataSpring University.

Q: How can I learn more about how DataSpring supports clinicians and administrative staff?

A: Visit DataSpring for Clinicians, dataspring.com/clinicians, or contact the support center.



Support for Clinicians, Practice Managers, and Provider Groups

Telephone: 1-888-599-1771, available Monday-Friday, 8 a.m.-8 p.m. ET

Chat: Log in to <https://proview.caqh.org>, available Monday-Friday, 8 a.m.-6:30 p.m. ET



Support for Customers and Participating Organizations

Telephone: 888-600-9802, available Monday-Friday, 8 a.m.-5 p.m. ET

Chat: Log in to <https://proview.caqh.org/po>, available Monday-Friday, 8 a.m.-5 p.m. ET