



FAQ

Clinician Information

DataSpring, powered by CAQH, is the trusted data connector for healthcare. Read on to explore the value of being part of the CAQH Provider Data Portal and what it means for your practice or provider group.

The Value of a Provider Data Profile

Q: Why should I maintain a provider data profile?

A: When you create and maintain a profile in the CAQH Provider Data Portal, your data is complete, accurate and ready to use by all the health plans you participate in. That helps patients find you, both as new patients and via referrals. Having correct location information reduces no-shows and late arrivals, helping your practice run more efficiently.

It also reduces the likelihood of repeated requests for updates from multiple health plans, reducing the administrative burden on you and your support staff. By attesting once in the CAQH Provider Data Portal, you can be confident that your place is secure in the directories of any and all health plans you participate in, and in less time.

Q: How does DataSpring make this easier for me?

A: Before the CAQH Provider Data Portal, clinicians had to complete a separate form for every payer they worked with, including commercial insurance, Medicare and Medicaid. Often those forms were completed by hand, with each plan having its own timelines. Building a profile allows clinicians to do that one time and send it to every health plan at once, reducing administrative burden. That time on paperwork can be spent on patient care.

Your Data, Privacy and Cost

Q: Who owns my provider profile?

A: Your provider profile is yours. You retain all control and rights to your 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 the health plans you authorize accessing it only for approved administrative workflows, such as credentialing, enrollment, and directory management.

Q: What will DataSpring do with my data?

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

Q: Is my information still secure?

A: Yes. DataSpring continues to follow the same security protocols we did as CAQH.

Q: Will providers be charged to use the portal?

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

Why Data Quality Matters**Q: Why is DataSpring focused on data quality?**

A: Accurate, complete and current 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 provider-supplied information and authoritative sources so the same core information can support credentialing, enrollment, directories, and other workflows.

Portal Access and Communications as DataSpring**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: Will DataSpring continue to let me know when it's time to reattest?

A: Yes, you will get a notification from the CAQH Provider Data Portal at that time.

Q: Will the portal look or work differently?

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

Q: Will future communications come from DataSpring?

A: Yes. You may 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.

Training and Support

Q: How can I get training on using the portal?

A: 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](#) 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



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