

## **FAQ – 2009 Physical Therapy Network Panel Opening**

**1. Is there a deadline for me to submit my application?**

No. There is no deadline to submit your application. You may begin submitting your applications on September 1, 2009.

**2. Is this a limited time opening?**

No this is not a limited time opening. Regence has no plans to close the physical therapy panel once it is opened on September 1, 2009.

**3. Can I submit my application before September 1, 2009?**

No. Applications received before September 1, 2009 will not be processed or retained. Please submit your application on or after September 1.

**4. If I have a Washington State Practitioner Application (WPA) already filled out, can I send that in?**

If you have a completed WPA on file in your office you may submit it to Regence on or after September 1. Please review and make sure all the information on the WPA is current, accurate and complete. Also, make sure you have current dates and signatures on both the Attestation Question page and the Authorization and Release of Information Form – not doing so may cause a delay in the credentialing process.

**5. My office is not currently set up to bill electronically how can we get started?**

Go to <http://www.wa.regence.com/provider/claims/electronic/index.html> . From there you are able to connect with Office Ally and Availity®.

**6. If I am a PT currently contracted under a clinic agreement can I apply for an individual agreement?**

Yes, but only if you currently practice under another Tax Identification Number (TIN) not associated with your current Regence clinic agreement - You may apply under the non-contracted TIN. Because you are already credentialed as a Regence provider you can go to <http://www.wa.regence.com/provider/library/form/docs/provInfoFaxForm1PgRBS.pdf> and complete a Provider Information Update Form. Please fax the form and required attachments to the number listed at the top of the page. Once Regence receives the completed application and attachments, a contract will be sent to the new practice location.

**7. I am planning on opening my own practice, can I apply for an individual contract?**

Yes, if you are a new provider to the Regence network, please follow the instructions in the “what’s new” section of the Regence web-site located at <http://www.wa.regence.com/provider/>. The link is located on the left hand side of the page.

If you are already a credentialed Regence Provider you do not have to complete the credentialing process again. Once an appropriate practice setting is established you may submit a Provider Information Update Form. Please fax the form and required attachments to the number listed at the top of the page. Once Regence receives the completed application and attachments, a contract will be sent to the new practice location for your signature.

**8. What is the difference between credentialing and contracting?**

The credentialing process is where Regence verifies all of the information on your Washington Practitioner Application. This process can take up to ninety (90) days if all the information is initially provided. Contracting, or becoming a contracted provider, happens only after you return both signed

copies of the practitioner agreement to Regence. You will receive one counter signed agreement for your office records and one will be retained by Regence.

**9. Where can I check on the status of my credentialing and/or contract?**

Once your credentialing is completed and your contract is effective, you should be able to find yourself on the Regence Online Provider directory as a participating provider.

Link to the online directory <http://www.regence.com/public/psearch/search.do>

If it has been over 90 days since you returned your credentialing application and contract and you have not found yourself within the online provider directory, please contact a local provider representative at 1-800-562-2156 or via email at [ptrequests@regence.com](mailto:ptrequests@regence.com) .

***Because of the anticipated volume of new applicants we expect to receive, please wait patiently 90 days before contacting provider relations.***