



## **AppCentral FAQ**

### **ChiroCare's Online Credentialing/Recredentialing Program**

**1. I received an email stating I need to start my online application for the ChiroCare network. What should I do?**

- a) Click the link or copy/paste the URL from the email into your web browser
- b) An App Central landing page will appear asking if you are new to AppCentral or are a returning provider
- c) If this is your first time on the AppCentral website, create a new account

**2. Will I need to provide proof that I am the applicant you intend to credential/re-credential?**

- a) Yes, your NPI will be required.

**3. Will my information be pre-populated?**

- a) If you are a current network participant, your application will be pre-populated with the information we have on file for you. If you are a new provider, you will need to fill out the application.

**4. What if I have changes since my last credentialing cycle that need to be updated on the application?**

- a) Changes to your current information should always be submitted immediately to aid in us having the most current information on file
- b) You can make changes to your pre-populated information as you are reviewing the document. These changes will be highlighted so the Credentialing staff can quickly identify what has been changed.
- c) If the Credentialing staff need clarification on a change, they will contact your office for further information.

**5. What if I have questions about the online process?**

- a) You may reach out to our credentialing department by emailing us at [credentialing@evicore.com](mailto:credentialing@evicore.com)

**6. Will I receive confirmation my application was received by your office?**

- a) Yes, you will receive a confirmation notification email.

**7. Can I print my documents?**

- a) All documents submitted during the online process will be available 24/7 days a week for your viewing and printing convenience.

**8. Can I save my progress and come back later to finish?**

- a) Yes