



Alert & Reminders about CVO Process & Availity Portal

Alert — Texas Credentialing Verification Organization

Summary: Texas Medicaid MCOs have become aware of a recent communication offering to help providers through the credentialing process for a fee (\$250). The Credentialing Verification Organization (CVO) process is **free** to providers. Neither Medicaid MCOs, Aperture, nor Availity charge a fee to become a credentialed provider.

What should I do?

If you receive any correspondence asking you for money to be credentialed, do not proceed. This is not our process. Protecting your information is critical. If you have any questions about whether a Texas credentialing communication is legitimate, please contact Aperture directly at 1-855-743-6161, option 3.

What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services toll free at 855-212-1615 or email at TexasMedicaidNetworkDepartment@cbstx.com.

Availity Portal Guidance

As a reminder, newly enrolled Medicaid providers must begin the contracting and credentialing process with each MCO by contacting their respective MCO provider relations departments.

Filling out the credentialing application through Availity does not initiate the contracting and credentialing process with each MCO. The MCO must initiate the credentialing process with Aperture on each provider or facility's behalf before credentialing or re-credentialing can begin. Providers and facilities **should not** fill out the credentialing application through the Availity portal before receiving an application collection letter from Aperture Credentialing, LLC. The same is true for existing providers who are due for re-credentialing with any MCO – Aperture will send a letter with instructions on completing the process and there is no need to complete the application prior to receiving Aperture's letter. All providers will be notified by Aperture six months in advance of any re-credentialing due date.

