tivity
HEALTH

WholeHealth Networks, Inc. (WHN)
Credentialing Guidelines

Submit your Provider Contract (NEW Providers only)

1. NEW Practitioners are required to submit the WHN Universal Participating Practitioner Agreement before beginning the credentialing process. This is NOT required for current in-network providers.

2. Review the WHN Universal Practitioner Agreement. If you need a copy of the agreement, you may download a copy from our provider website www.wholehealthpro.com. Click on the credentialing tab.

3. After review, complete, sign and date the <u>first page</u> of the WHN Universal Practitioner Agreement along with a copy of your W9* and return to:

   <u>Fax:</u> 1-888-492-1027 <u>Email</u>: provider.updates@tivityhealth.com

Submit your Online Credentialing Application

1. Login and/or register using the Medversant ProviderSource website at https://tivityhealth.providersource.com/ and begin entering your credentialing data through the guided provider application.

2. **The WHN <u>required</u> elements that <u>cannot</u> be left blank are**:
   a. DOB, Social Security number and NPI number/s.
   b. <u>Practice location/s</u>- Name, address with phone, fax and Tax ID's for each location
   c. <u>Liability Insurance</u>- carrier name, expiration dates and insurance limits.
   d. <u>Work History</u>- The last 5 years of relevant work history in month/year format and an explanation of any gap greater than 6 months
   e. <u>Education</u>- Name of all schools and graduation dates
   f. <u>Completed Disclosure questions</u>- with explanations, if applicable

3. Failure to submit the requested documents or complete the required fields will result in a delay and/or termination of your credentialing/recredentialing process.

4. Once our Credentialing Committee has approved your application, you will receive a Credentialing Welcome Letter.

5. You are contractually required to notify us of ALL name, address and TIN additions and terminations <u>thirty (30) days prior to the change</u>. Please send all changes to provider.updates@tivityhealth.com and also update your ProviderSource online credentialing application with ALL changes.

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