

Provisional credentialing FAQ

Helping providers support timely access to care

Provisional credentialing may allow providers to start seeing Evernorth® Behavioral Health (Evernorth)/Cigna Healthcare® customers while the full contracting and credentialing process is still in progress.

Use this document to understand how provisional credentialing works, how to confirm your status, when you may begin seeing Evernorth/Cigna Healthcare customers, and what to expect while your full review is underway.

What is provisional credentialing?

Provisional credentialing is a temporary approval that may allow you to be treated as in-network provider before the full contracting and credentialing process is complete. The full process can take up to 90 days (or as otherwise required by law). Providers granted provisional credentialing may see Evernorth/Cigna Healthcare customers and have claims processed in-network during this period.

Why does Evernorth grant provisional credentialing?

Provisional credentialing is intended to help providers begin seeing patients sooner, which can support more timely access to behavioral health care while the full credentialing and contracting process continues.

How will I know if I have provisional credentialing?

You can check your application status any time in the Evernorth provider portal (Provider.Evernorth.com). When your status changes to "Contracting packet is complete," you will receive an alert letting you know provisional credentialing has begun. If your status has progressed beyond "**Contracting packet is complete**," provisional credentialing is already in effect.

Can I begin seeing customers once provisional credentialing begins?

Yes. Once your provisional credentialing status is active, you may begin seeing Evernorth/Cigna Healthcare customers and submitting claims. For additional guidance, please see the [Evernorth Behavioral Health Administrative Guidelines](#).

What happens after provisional credentialing begins?

Your full contracting and credentialing review will continue during the provisional credentialing period. Evernorth will notify you when the full process is complete and confirm whether you have been approved as a network-participating provider.

What happens if I do not meet the full requirements for network participation?

If you are provisionally credentialed but the full review determines you do not meet all requirements for network participation, payments for services provided during the provisional credentialing period may be subject to review and potential recoupment.



IMPORTANT REMINDER

Provisional credentialing is temporary and does not replace the full contracting and credentialing process. Providers must continue to complete all required steps and meet all requirements to be approved for full network participation.