

## Credentialing Frequently Asked Questions

### **How can I contact Fulcrum Credentialing for status checks, general questions, or assistance with the online process?**

Contact options:

- Via email at [credentialing@fulcrumhealthinc.org](mailto:credentialing@fulcrumhealthinc.org)
- Via telephone at (877) 886-4941 ext. 203 (Monday-Friday 8:00 am to 4:30 pm Central)
- Via fax for supplemental document submissions to (763) 204-8544

Fulcrum aims to respond within three business days.

### **How can I be credentialed with a Fulcrum network?**

To begin, [click here](#) to submit information including a second email for anyone who needs to be copied on credentialing emails. Fulcrum will email the practitioner a link to the documents to complete. The email will come from [AppCentral@Cactussoftware.com](mailto:AppCentral@Cactussoftware.com) and will be titled *"Your initial application w/ Fulcrum Health, Inc. is ready."*

### **How long will it take to become credentialed?**

Fulcrum strives to process each application timely. The length of time it takes to process a practitioner's application depends on the complexity and completeness of the application.

### **When can I find out the effective date?**

Fulcrum will notify practitioners of initial credentialing decisions by letter mailed within 14 days of the decision date. If approved, the practitioner's effective date will be indicated in the letter.

### **Can I submit my application in a way other than online?**

No. Fulcrum receives applications online to respect practitioners' privacy and for timely application processing.

### **How can a practitioner find out their recredentialing due date?**

If a practitioner or their staff is not sure of a recredentialing date, please contact Fulcrum. Our credentialing department reaches out to begin the recredentialing process six months prior to their expiration date. The email will come from [AppCentral@Cactussoftware.com](mailto:AppCentral@Cactussoftware.com) and will be titled *"Your reappointment application with Fulcrum Health, Inc. is ready."*

### **I am unable to find the recredentialing email. What should I do?**

Check your junk mail and/or spam folders. If you are unable to locate the email, please contact Fulcrum to have it re-sent.