

August/September 2026



Epic Tapestry Link is Live

Effective Monday August 10, Network Health implemented Epic Tapestry Link for online authorizations (non-EviCore and non-CCUM), which replaced iExchange.

If you are requesting an authorization via EviCore or CCUM, you may continue with your current process.

- You must be a registered user of Network Health’s provider portal to access Epic Tapestry Link. [Please click here](#) and navigate to the “I’m a provider” tab to register for our provider portal if you are not already a registered user. If you need assistance in registration, please reach out to your provider operations manager.
- As a reminder, the 14-calendar day grace period for submitting authorizations expired Friday, August 21. Please ensure you are following the authorization timeframes outlined on our website going forward.
- For the most up-to-date information and training materials for Epic Tapestry Link, [please click here](#).

If you have any questions, please reach out to your provider operations manager.

Coming January 1, 2027: CredentialStream Credentialing Platform

We are excited to announce that Network Health will transition from the **ECHO Credentialing System** to **CredentialStream** effective **January 1, 2027**.

CredentialStream will provide providers and delegated entities with a more streamlined, user-friendly credentialing experience, including enhanced self-service capabilities for online submissions connected to CAQH, simplified document management, improved status visibility, automated notifications and faster processing of credentialing and recredentialing activities.

Additional information, training resources, and system access details will be shared in the coming months to help ensure a smooth transition. We look forward to delivering a more efficient and transparent credentialing experience for our provider network.

Stay tuned for future communications and implementation updates.

Network Health Enhances Credentialing and Recredentialing with CredentialStream Software

Network Health is enhancing its **credentialing and recredentialing process** by implementing **CredentialStream**, an online credentialing platform designed to make the process more efficient, convenient, and transparent for providers.

What This Means for Providers

Beginning January 1, 2027, CredentialStream will provide a more streamlined electronic credentialing experience, including the following.

- Online application completion and electronic document submission
- Greater visibility into application status and outstanding requirements
- Automated notifications and reminders
- Electronic signatures and attestations
- Reduced duplicate data entry and repetitive requests
- Centralized credentialing information and documentation

These enhancements will reduce reliance on paper applications, faxing, mailing and manual follow-up while making it easier for providers to complete credentialing requirements.

Council for Affordable Quality Healthcare (CAQH) Use Encouraged

Network Health will continue to **encourage and support the use of CAQH** to help streamline credentialing and recredentialing. Providers are encouraged to keep their CAQH profiles **complete, current and attested**.

Where applicable, Network Health will support CAQH information and attestation data through CredentialStream to help reduce duplicate data entry.

Please note that use of CAQH **does not eliminate the provider's responsibility to personally attest** to the accuracy and completeness of their information. NCQA accepts the most recent CAQH attestation date as evidence that the practitioner attested to their application.

Important: Provider Email Address Required

As Network Health transitions to an online credentialing process, **provider email addresses will be requested and maintained** to support CredentialStream communications.

Email addresses may be used for electronic application invitations, notifications, reminders, requests for additional information, and instructions for completing required attestations.

Providers should provide an email address that is **current, regularly monitored, and accessible to the individual practitioner**.

Providers may send their personal email address to NHPcredentialingdepartment@networkhealth.com prior to January 1, 2027.

Important NCQA Attestation Requirement

NCQA Credentialing (CR) standards require the practitioner/provider to personally attest to the correctness and completeness of their application thus the ask above to support sending in your email address for appropriate attestation. Organization staff cannot sign the attestation on the practitioner's behalf.

Key NCQA requirements include the following.

- **Only the practitioner may attest** to an application or updated application/attestation.
- **Digital, electronic, faxed, scanned, or photocopied signatures are acceptable.**
- **Signature stamps are not acceptable**, except in the limited circumstance of a documented physical impairment.
- When using **CAQH**, the most recent CAQH attestation date may serve as evidence that the practitioner personally attested.
- The practitioner must personally review and attest to the information **regardless of whether the information is submitted through CredentialStream, CAQH, or another application source.**

Looking Ahead

Network Health is committed to making credentialing and recredentialing **more efficient, secure, transparent and provider friendly**. The implementation of CredentialStream, together with continued support for CAQH, is an important step toward achieving this goal.

Additional information and instructions will be provided as implementation approaches.

Please watch for future communications from Network Health, maintain a current CAQH profile, and ensure that Network Health has your current email address on file.

Thank you for your partnership and cooperation as Network Health works to create a simpler, more efficient credentialing and recredentialing experience for our provider community.

Updated Payment Policy

The [Multiple and Endoscopic Procedure Policy](#) has been updated to clarify that inpatient facility claims are excluded from multiple procedure reductions.

If you have any questions on this update, please reach out to your provider operations manager.

Appointment Access Requirements

As a reminder, as part of our NCQA accreditation, our providers must meet the following appointment access times in order for us to maintain our accreditation. Here are the appointment access standards that must be met.

For Primary Care Services

1. Regular or routine care within 60 days of request
2. Urgent care appointment within 48 hours of request

For Specialist Services

1. Care within 30 days of the request
2. Non-life threatening, urgent appointment within 48 hours of request

For Behavioral Health Services

1. Non-life-threatening emergency within 6 hours of request
2. Urgent care appointment within 48 hours of request
3. Initial visit for routine care within 10 business days of request
4. Follow up appointment for a routine care visit within 30 days of request

Additionally, you must have an answering service, on-call provider, or message to direct patients to the emergency room for after-hours calls.

If you are not a current subscriber to *The Pulse* and you would like to be added to the mailing list, please [email us today](#).

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