

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
- 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, [complete this form](#) 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 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 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.