



## **Provider Directory FAQs**

### ***Why is there a need to improve health plan provider directories?***

The Centers for Medicare & Medicaid Services (CMS), MassHealth, the National Committee for Quality Assurance (NCQA), and provisions of the Affordable Care Act (ACA) include requirements that health plans engage providers in reviewing and maintaining up-to-date provider directory information. The regulations are designed to ensure health care consumers have accurate provider demographic information when accessing health care services.

### ***What is the benefit of this provider directory solution?***

These requirements necessitate that all health plans collect and publish up-to-date information in provider directories for use by subscribers and members. Currently, health care organizations face multiple requests for directory updates. HCAS and our member health plans recognize that establishing a comprehensive, centralized process will ease that burden. This provider directory solution will allow for more accurate provider directories for health plans, without creating an undue burden on healthcare providers as they submit and update their information.

### ***Which local health plans will be implementing this provider directory solution?***



### ***What vendor has been selected to implement the provider directory solution?***

After a nationwide process to evaluate business solutions, HCAS member health plans selected CAQH® to implement a provider directory solution in Massachusetts and throughout New England. CAQH stood out based upon several factors, including provider familiarity with CAQH's ProView system, service quality, and CAQH's willingness to work collaboratively with health plans and providers.

The CAQH provider directory solution, DirectAssure®, functions within the current ProView workflow and prompts providers to verify practice location information.

### ***What information will providers be asked to review?***

Providers will be asked to review the following information, including, but not limited to:

1. Provider office locations, addresses, and phone numbers
2. Institutional affiliations
3. Specialty

4. Panel status
5. Languages spoken
6. Accommodations for disabilities

***When will health plans implement this provider directory solution?***

Later this year, health plans will begin implementation work which will take several months to complete.

HCAS and its member health plans will continue to share information including project announcements and implementation timelines as they are developed.

***The CAQH Proview release for September 24, 2018 includes the following features:***

- Providers will be asked if they have completed a cultural competency training.
- Providers will be able to select more specific accessibility values for each of their practice locations.
- Behavioral Health providers in Massachusetts will be asked to select from a more extensive list of clinical interests.

***Providers that require assistance using ProView or completing provider directory related information are directed to contact the CAQH helpdesk at:***

CAQH Helpdesk: (888) 599-1771

CAQH email: [providerhelp@proview.caqh.org](mailto:providerhelp@proview.caqh.org)

***Where can I learn more?***

Please visit the following websites for the latest announcements and DirectAssure information:

<http://www.hcasma.org/Directory.htm>

<https://www.caqh.org/solutions/directassure>