

HCAS Provider Directory Newsletter

April 2019



HealthCare Administrative Solutions, Inc, (HCAS) member health plans have partnered with CAQH on provider directories to:



- ✓ Improve the experience of members who rely on directories to select and contact providers.
- ✓ Enable providers to update their demographic information with multiple health plans in a streamlined way.
- ✓ Support timely, efficient directory updates.



Implementation is slated for later this year and will be staggered by health plans, beginning with a subset of individual and behavioral health providers and increasing over time. HCAS and our member plans will continue to work with the local provider community to raise awareness and assist with provider readiness.



We're sharing the attached checklist as a tool to use when you begin using CAQH's DirectAssure® solution to update your provider directory information. DirectAssure® works in concert with ProView®, an online database that most providers already use to regularly review and attest to professional and practice information. In this way, the directory update process joins an existing workflow.



To learn more please visit the following websites for the latest announcements and directory information:

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

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

Best Practice Checklist for Provider Directory Updates

Once health plans implement DirectAssure® for provider directory updates, we encourage you to use this best practice checklist to ensure that you are reporting accurate and complete directory data:

- List all practice locations where patients can make an appointment.
- List all specialties for the provider at each location.
- Specify whether the provider is accepting new patients at each location and with each insurer.
- Provide the office phone number that a patient can use to make an appointment.
- Enter suite numbers whenever applicable.
- Include the practice hours of each location.
- Identify and archive old practice locations.
- Classify the practice locations where patients cannot make an appointment — e.g., those where the provider covers or fills in for colleagues, read tests, etc.
- Update and attest** to directory information any time there is a change and to review my information at least every **90 days**.

Addressing these areas will help improve patient satisfaction.