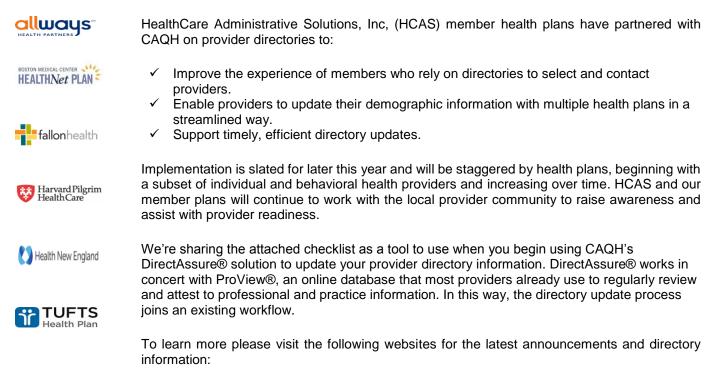


## **HCAS Provider Directory Newsletter**

April 2019



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 <u>90 days</u>.

Addressing these areas will help improve patient satisfaction.