

HCAS Provider Directory Newsletter February 2019



As we announced in September 2018, HealthCare Administrative Solutions, Inc. (HCAS) member plans have partnered with CAQH to improve the accuracy of provider directories, as well as the timeliness and efficiency of making demographic updates. This will result in a better experience for members, who rely on directories to select and contact clinicians, and providers, who will be able to update directory information in a streamlined way.



The CAQH directory solution, called DirectAssure, works in concert with CAQH ProView®, an online database already used by most providers to input their professional and practice information, then share it with participating health plans. DirectAssure functions within that current workflow, asking providers to compare and verify practice location, contact information, specialty, medical group, institutional affiliation and panel status (whether they are accepting new patients). Please see the listing of directory data elements on page 2.



DirectAssure emails reminders on behalf of participating health plans on at least a quarterly basis to select providers, asking them to review their directory information. Providers log in to CAQH ProView, review a specific dataset in a Provider Directory Snapshot, make any necessary updates, and then confirm that the directory information can be published.



HCAS member plans have begun implementation work, which will take several months to complete. Over the coming months, HCAS member plans and CAQH will work with the local provider community to raise awareness and ensure provider readiness. In support of this effort, HCAS is launching monthly newsletters to share project information, including announcements and implementation timelines.



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>

*Please note: Below is a current listing of the CMS, NCQA and Medicare Advantage directory elements. New and/or updated elements to be added as required by state and federal regulations.

Directory Data Elements	
Provider Name (to include provider credential i.e. DO, MD, other)	Group Name
Provider Office Address	NPI
Provider Address2 (ex. Suite #, floor)	Provider Type/Specialty
Provider City	Future Effective Date
Provider State	Institutional Affiliations
Provider Zip	Accepting New Patients
Provider County	Medical Group Affiliation
Provider Phone	Board Certification
Provider Fax	Languages Spoken
Office Hours	Source of information
Website URL	Concierge Medicine Indicator
Gender	
Massachusetts Medicaid Behavioral Health Questions	
Accommodations for Disabilities (ADA)	Group Therapy
Accommodates the physically disabled. (e.g., accessible parking, wheelchair access to building)	Marriage and Family Therapy
wheelchair access to exam rooms.	Medical Illness and Therapy
Accommodates people who are intellectually/cognitively disabled. (e.g., on-site staff to explain instructions)	Medication Management and Therapy
Accommodates people who are blind or visually impaired. (e.g., service animals allowed, Braille directions available)	Play Therapy
Accommodates people who are deaf or hard of hearing (e.g., American Sign Language or written instruction available)	Postpartum Depression and/or Psychosis
Accessible by public transportation (e.g., bus, subway or commuter rail)	Psychological Testing (Adolescents)
Staff receives ADA compliance training.	Psychological Testing (Children)
Cultural Competency Training Indicator	Substance Abuse
"Special Interests" for Behavioral Health Providers	Sleep Disorders
Attention Deficit/Hyperactivity Disorder (ADHD)	Autism Spectrum Disorders
Anger Issues	Neuropsychological Testing (Adolescents)
Anxiety	Neuropsychological Testing (Children)
Bipolar Disorder	Obsessive-compulsive Disorder (OCD)
Dialectical Behavioral Therapy (DBT)	HIV
Depression	Homeless persons
Gender Identity Disorder	Children in the care or custody of DCF
Geriatric Behavioral Health	Youth affiliated with DYS (either detained or committed)
Gay, Lesbian, Bisexual, Transgender (GLBT) Issues	Maintain and update information about Providers, including, but not limited to, PCPs and Behavioral Health Providers, with areas of special experience, skills, and training including, but not limited to, Providers with expertise in treating: children, adolescents, people with HIV, homeless persons, people with disabilities, people with Autism Spectrum Disorder, people who are deaf or hard-of-hearing, people who are blind or visually impaired, and children in the care or custody of DCF or youth affiliated with DYS (either detained or committed)