

## HCAS Provider Directory Newsletter March 2019



In our [February newsletter](#), HCAS highlighted that several member health plans will be using the CAQH directory solution, called DirectAssure, later this year. DirectAssure works in concert with the CAQH ProView® system and enables providers to submit professional and practice information and share it with multiple health plans, streamlining the data submission process for providers. This work will be essential to ensure that consumers have accurate and current information to access providers for patient care.

Member plans continue work on implementation timelines. The following is an overview about how you'll be able to update your directory information in CAQH's ProView upon member plan implementations.

### Submitting Directory Changes in CAQH ProView®

Use this guide for helpful tips on how to update directory information in your CAQH ProView profile.

#### 1. Log in to your CAQH ProView profile at <https://proview.caqh.org>.

New users can go to <https://proview.caqh.org> to create a secure account.  
Review our [step-by-step videos and user guides](#) before you start.

#### 2. Navigate to the "Practice Locations" section to update your profile.

Review and update all the required fields to make sure patients can find you.

- **Ensure** you indicate current practice name, suite number, whether you are accepting new patients, etc., so the most accurate and up-to-date information is included in directories.
- **Avoid** duplicate addresses. If one location (e.g., a medical complex) houses multiple practices, be sure to include suite numbers to distinguish the addresses.
- **Describe** your practice affiliation for each location so health plans can determine whether it belongs in their directories.
- **Indicate** the health plans you accept at the practice-location level, since health plan participation may vary by location. You are not being asked to specify networks/products for a health plan.
- **Share** the phone number patients can call to make an appointment in the "Office Phone Number" field.

#### 3. Review and Attest to your CAQH ProView profile.

Address any errors by navigating to the corresponding section and making updates.

Click "**Attest**" once you confirm that the status bar at the top of your profile, "Profile Data," shows the word "Complete" in green.

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

<http://www.hcasma.org/Directory.htm> or <https://www.caqh.org/solutions/use-caqh-proview-share-directory-updates>

Questions? Use the Live Chat function while you are logged into CAQH Proview or call the CAQH Proview Help Desk at 888.599.1771