

Guide to Update Your Practice Information



A quick guide to keeping your data current so members can find you easily, claims can be processed quickly, and you can spend less time on audits.

Save Time, Help Members!

1. **Maintenance:** Notify us of any changes promptly via the Provider Maintenance Form on the Provider Portal.

Note: Tax ID numbers or new Internal Revenue Service (IRS) names require a contract amendment. Report Tax ID/IRS changes through the **New Health Partner Contract Form**.

2. **Facility Expansion:** If you are adding a large number of providers to your practice or group facility, use the **common roster template**.
3. **Respond to Audit Inquiries:** Timely responses help maintain data integrity.

Why Update Your Data?

- **Save Time:** Spend less time on disruptive audits.
- **Accurate Data for Member:** Help patients find you easily.
- **Timely Reimbursements:** Ensure claims are processed without delays.
- **Regulatory Compliance:** Meet Centers for Medicare & Medicaid Services (CMS) and federal requirements.

How CareSource PASSE Uses Your Data

- **Find A Doctor Tool:** Help members locate providers easily.
- **Printed Directories:** Give those who need a reference document the latest provider information.
- **Network Adequacy Reporting:** Support our commitment to providing accessible care and meeting government mandated requirements.

If Your Data Changes, Please Follow These Steps:

If updating demographic information

Update via the Provider Portal

1. Log in to your Provider Portal account.
2. Navigate to the “Provider Maintenance” section.
3. Update your information and submit changes.

If adding or removing a provider from an existing contract

Update via the Provider Portal

Log in to your Provider Portal account and update your information via the “Provider Maintenance” section.

CareSource PASSE Data Verification and Maintenance

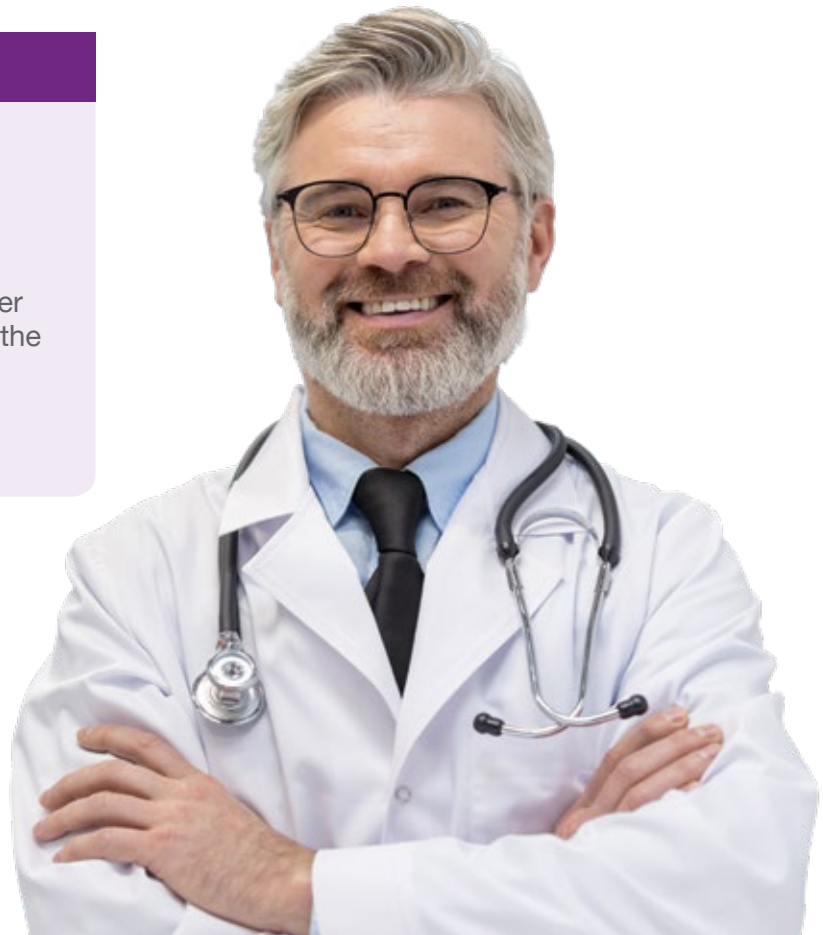
We will regularly verify your data to ensure accuracy. Here's how we do it:

1. **Quarterly Outreach:** Providers will receive outreach from BetterDoctor, to give an attestation for their data.
2. To learn more about our collaboration with BetterDoctor, view these **Frequently Asked Questions**.
3. **Provider Verification Survey:** A random sample of providers will be surveyed quarterly to confirm data accuracy.

PRO TIP: Keeping your data updated makes these verification steps easier.

Additional Online Resources

- Stay connected with **CareSource**
- Create a **Provider Portal Account**
- Review the **Provider Portal Overview**
- Add or remove a product or change Taxpayer Identification Number (TIN) or IRS name on the **Health Partner Contract Form**
- Check out the **Attestation FAQs**



How to Get Help

Questions? Call Provider Services at **1-833-230-2100**, available Monday through Friday, 8 a.m. to 5 p.m. Central Time (CT).