PROVIDER RESOURCE

DIRECTORY ATTESTATION

Keep Your Directory Information Current

Your 90-day attestation guide with Quest Analytics BetterDoctor



CareSource™

PASSE



EVERY 90 DAYS

How often you attest

NO COST

We pay for this service

A FEW MINUTES

Typical time to finish

Start Here

What You Need to Know

Members use our provider directory to find you.

They look up your address, phone number, office hours, specialty, and whether you are taking new patients. When those details are wrong, members call a number that no longer works, drive to an office that has moved, or wait longer than they should to be seen.

Federal rules require us to confirm your directory information at least every 90 days. Confirming your information is called an attestation. We work with Quest Analytics BetterDoctor to collect it. Please respond even when nothing has changed — a “no change” answer still counts.

Attest in Five Steps

1	**Watch for outreach** Sent to the email we have on file, plus fax, phone, or mail
2	**Find your code** 8-character access token, not case sensitive
3	**Go online** betterdoctor.com/validate
4	**Review details** Address, phone, hours, specialty, new patients
5	**Submit** Confirm even if nothing changed

IMPORTANT

If we cannot confirm your information, we are required to remove (suppress) your listing from our online and printed directories until it is verified. Members will not be able to find you, and claims payment problems can follow. Once you attest, your listing is restored.



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The Basics

Why do I have to attest every 90 days?

State and federal rules require health plans to check and update contracted provider information at least every 90 days. This includes rules from the Centers for Medicare & Medicaid Services (CMS) and the No Surprises Act. Accurate data supports correct claims payment and a reliable provider directory.

What is BetterDoctor?

BetterDoctor is the Quest Analytics accuracy solution. We partnered with them to collect attestations on our behalf and improve the quality of provider data. All outreach comes under the BetterDoctor name.

BetterDoctor is not a marketing or sales company. They do not sell anything, and their outreach is not an advertisement.

Is there a cost to attest?

No. There is no charge to you. We contracted with BetterDoctor and we fund this outreach and verification effort.

What if nothing has changed?

You still need to respond. Confirming that your information is correct is your attestation, even when there are no edits to make.

How long does this take?

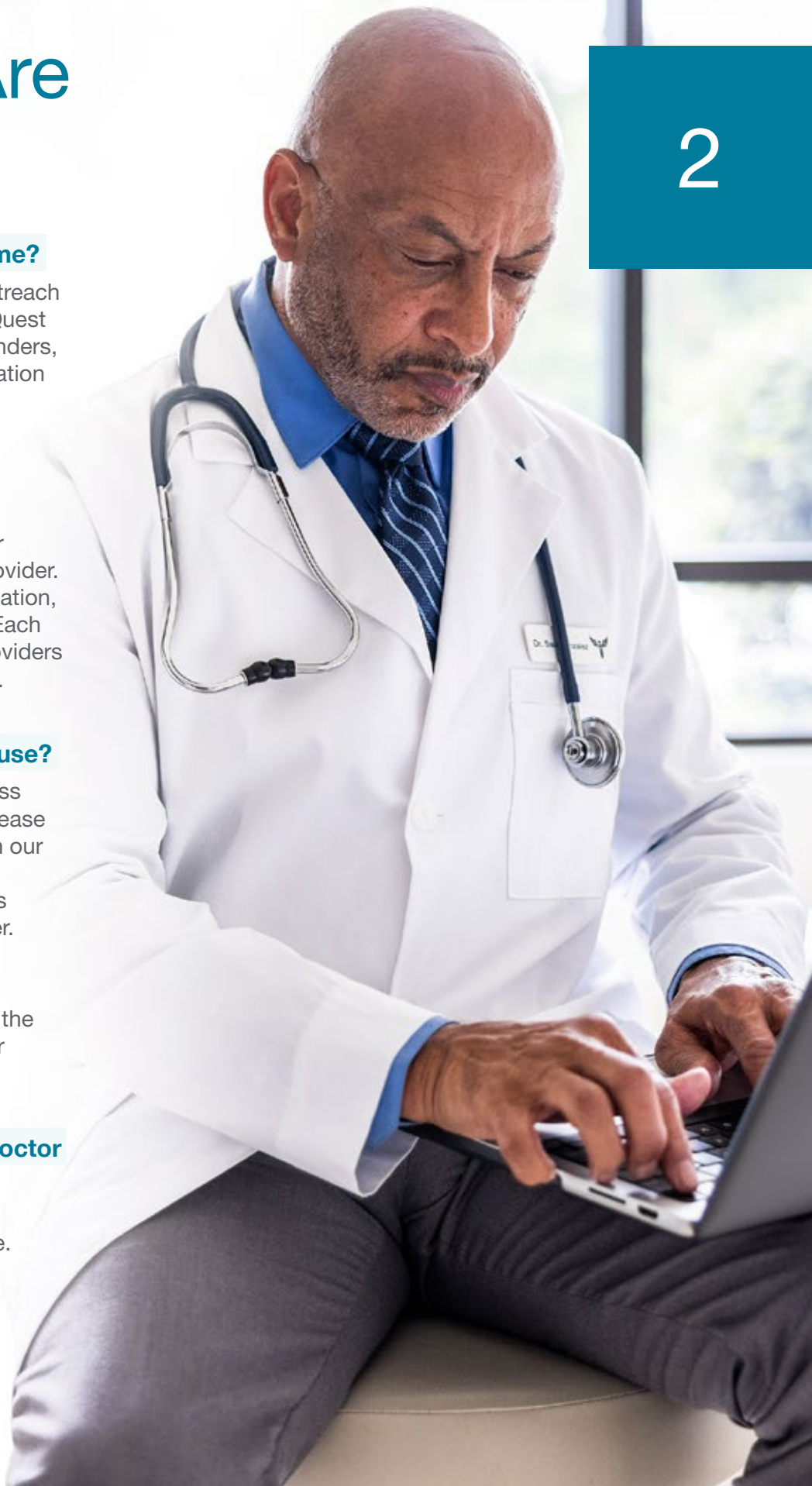
Most solo practitioners and small groups finish in just a few minutes.

How is my attested information used?

The information you verify is sent securely back to us. We use it to update our source systems, our claims payment system, and our online and printed provider directories.

How You Are Contacted

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How will BetterDoctor reach me?

BetterDoctor performs quarterly outreach by email, fax, phone, and/or mail. Quest Analytics also sends recurring reminders, so you know when your next attestation is due.

Why did I get more than one request?

BetterDoctor verifies information for each practice location and each provider. If you practice at more than one location, you may receive several requests. Each access code applies only to the providers and locations listed on that request.

Which email address will you use?

Email notices go to the email address we have on file for your practice. Please make sure that address is current in our Provider Portal, and that it reaches someone who can act on it, such as your office administrator or manager.

Messages are sent from validation@betterdoctor.com. Add that sender to your safe list so the notices are not filtered into a junk or spam folder.

I have not heard from BetterDoctor at all. What should I do?

The contact information on file for your practice may be out of date. Update your email, phone, and fax in our Provider Portal, then email support@betterdoctor.com so outreach can be resent.



CHECK YOUR EMAIL ON FILE

Email outreach is sent to the email address we have on file for your practice. If that address is out of date, or if it goes to someone who no longer works with you, your notices will not reach the right person and your attestation can be missed.

Please verify the email address on file in our Provider Portal and update it if needed. Notices come from validation@betterdoctor.com. Add that address to your safe sender list so messages do not land in a junk or spam folder.

What the Emails Look Like

Notice	Subject line you may see	When it arrives
First notice	Please review your provider directory information	Start of the 90-day period
Second notice	Second Notice – Please review your information	If no response yet
Third notice	Third Notice – Please verify your practice information	Mid-cycle reminder
Urgent notice	Urgent – Practice review required	Deadline approaching
Deadline reminder	Reminder to verify your data	About 5 days left
Final notice	Urgent – Final notice to verify your data	Last chance before suppression risk



Each email is addressed to the office administrator or manager and includes a button that reads “Click to View and Verify Your Data,” along with the number of locations that need action. Once you complete your review, the reminders stop for the rest of that 90-day period.

3 Using the BetterDoctor Online Tool

How do I attest online?

1. Go to betterdoctor.com/validate.
2. Find the access token on the email or fax from BetterDoctor. It is an 8-character code, such as ABC123D4, and is not case sensitive.
3. Enter the token and select “Submit.”
4. Review each section and correct anything that is wrong.
5. Submit your attestation.

What information will I review?

Practice name, address, phone and fax number, email, office hours, specialty and license type, insurance products accepted, whether you are accepting new patients, and the providers who work at that location.

My access token is not working. What now?

Check the date on your notice. Codes are only valid during the current quarter: January – March, April – June, July – September, and October – December.

If the code should still be active, refresh your browser and type it again carefully.

If it still does not work, email support@betterdoctor.com and request a new token.

My board or license type is not listed.

Email validation@betterdoctor.com and tell them what is missing. New boards and license types are added regularly. If you need help completing the form in the meantime, contact support@betterdoctor.com.

How do I add or remove a practice location?

In the online tool you can remove a location that is listed. To add a location, notify us directly through the Provider Portal. New locations are included in a future attestation cycle.

How do I add or remove a provider?

To remove a provider, select “Edit” next to their name on the first page of the form, choose the reason that applies, and finish the form. To add a provider, notify us directly. Directory updates can take up to 90 days to appear.

How do I add insurance products?

Only the products we identify are shown in the form. Those are the products that require validation at this time.

Can I change my answers after I submit?

No. Submissions cannot be edited online for the current reporting period. Send any corrections to us through the Provider Portal and review again at the next cycle.

How do I know you received my attestation?

Email support@betterdoctor.com with your practice phone or fax number and your access token. A support team member will confirm it.

4 Large Groups and Health Systems (20+ Practitioners)

What is the roster option?

Groups with at least 20 practitioners or five facility locations can submit a roster instead of receiving individual outreach. Send rosters to rosters@questanalytics.com. There is no cost, and you may opt out at any time.

How often do I send a roster?

At least every 90 days. You will get automated reminders two weeks before your due date. If a roster is not received on time, your providers and locations go back to standard email, fax, mail, and phone outreach.

Can I send a change report instead of a full roster?

No. Change reports cannot be processed. Submit a new, complete roster that reflects your corrections.

Which providers and locations should I include?

Send a comprehensive roster covering all providers at all service locations. If a provider or location appears on a payer network file, it requires an attestation.

Should every provider be marked to publish in the directory?

No. Mark “No” for practitioners who are listed at a location mainly for billing or credentialing and who do not routinely see patients there. Also mark “No” for specialties that do not take direct patient appointments, such as pathology, anesthesiology, radiology, emergency medicine, and hospitalists.

Should I include providers who have left?

You may include them with their term dates, clearly marked as termed so they are not attested as active. Always notify us directly of provider terminations as well.

I am still getting standard outreach after sending a roster.

Standard outreach should stop within two to three business days after your roster is processed. If it continues, forward the request to your Roster Team Representative or rosters@questanalytics.com.

How is roster data validated?

Two ways. An Independent Call Audit verifies roster data through primary-source calls that mirror CMS audit protocols. A Roster as Attestation Agreement (RAA) lets Quest accept your roster as attested, as long as you keep submitting an accurate roster every 90 days.

Does the roster replace what I send to CareSource PASSE?

No. Continue submitting rosters and updates to us as your contract requires. The BetterDoctor roster covers directory attestation only, not credentialing or billing.

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If You Do Not Respond

What happens if I ignore the requests?

We cannot confirm your information is accurate, so we may be required to remove your listing from our online and printed provider directories. Members will not find you while your listing is suppressed. Out-of-date information can also cause claims payment delays, and a repeated pattern of non-response can put your participation agreement at risk.

Can my listing be restored?

Yes. Complete your attestation and, once your data is verified, your listing is restored in our directory.

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The Provider Portal vs. BetterDoctor

	CareSource PASSE Provider Portal	BetterDoctor Attestation
When to use it	Any time your information changes	Every 90 days when outreach arrives
Who you tell	CareSource PASSE directly	BetterDoctor, who sends it back to us
What it covers	Demographic and practice updates	Confirming directory data is accurate
Is it optional?	Required by your contract	Required by federal rules

I already updated the Provider Portal. Do I still need to attest?

Yes. They are two separate processes. Always report changes in the Provider Portal as they happen. The 90-day attestation is a separate confirmation that the data we hold is correct.

Should I send all my updates to BetterDoctor?

No. Updates between attestation cycles belong in the Provider Portal. BetterDoctor collects the quarterly attestation only.



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Other Plans, Vendors, and Council for Affordable Quality Healthcare (CAQH)

I already validated with another health plan. Why are you asking?

Each health plan must verify its own directory every 90 days, so you may hear from several plans or vendors within a short period. Respond to each request. Information submitted to one vendor does not automatically reach every plan.

I already attested with CAQH. Is that the same thing?

No. CAQH is used mostly for credentialing, which is information for plans. BetterDoctor verifies directory information, which is what members see. BetterDoctor does not partner with CAQH and cannot pull data from it, so you still need to complete the BetterDoctor attestation.

Does BetterDoctor handle credentialing?

No. BetterDoctor collects and processes directory attestations only. They cannot process add, change, or terminate requests for contracting or billing.

Is my data secure?

Yes. The data collected is generally public directory information, and Quest Analytics is HITRUST Certified, which means they follow current health care security and privacy standards.

Quick Reference: Who to Contact

If you need…	Go here
To attest online	betterdoctor.com/validate — use the code from your email or fax
Help with your code or the portal	support@betterdoctor.com 1-844-668-2543, 8 a.m. to 5 p.m. CT
A missing board or license type	validation@betterdoctor.com
To submit a large group roster	rosters@questanalytics.com
BetterDoctor help center	help.betterdoctor.com
To update your email on file	CareSource PASSE Provider Portal
To report a change any time	CareSource PASSE Provider Portal
Contract or network questions	Your CareSource PASSE Provider Relations Representative

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