



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 CareSource Provider Portal.
2. **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 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. Login to the [CareSource Provider Portal](#).
2. Click the “Provider Maintenance” option from the “Provider” menu.
3. Add or update your information.

If you are part of a health system that has a delegated credentialing arrangement with CareSource:

Continue to submit demographic changes as you currently do through roster submissions to CareSource.

CareSource Data Verification and Maintenance

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

- **Quarterly Outreach:** Providers will receive outreach from Quest Analytics/Better Doctor to give an attestation for their data.
- **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 Internal Revenue Service (IRS) name on the **Health Partner Contract Form**



How to Get Help

Questions? Call Provider Services at **1-833-230-2101**, available Monday through Friday, 8 a.m. to 6 p.m. Eastern Time (ET).