



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](#) or the [Hierarchy Form](#).

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](#).

Practitioners must be actively enrolled, linked to their respective group(s), with the appropriate demographic and specialty/taxonomy information that matches the Indiana Health Coverage Program (IHCP).

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:** Ensure members have access to accurate provider information.
- **Network Adequacy Reporting:** Support our commitment to providing accessible care.

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 [Health Information Exchange \(HIE\) Form](#):

1. Access the [Hierarchy Form](#).
2. Update your information.
3. Email the form to ProviderMaintenance@CareSource.com.

Data Verification and Maintenance

CareSource regularly verifies provider data to ensure accuracy. Here's how we do it:

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**



How to Get Help

Questions?

Call Health Partner Services at the appropriate number below:

- Marketplace: **1-833-230-2101** available Monday through Friday, 8 a.m. to 6 p.m. Eastern Time (ET)/7 a.m. to 5 p.m. Central Time (CT)
- Medicaid: **1-844-607-2831** available Monday through Friday, 8 a.m. to 8 p.m. ET/7 a.m. to 7 p.m. CT