



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 and Help Members!

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

Note: Tax ID numbers or new IRS names require a contract amendment. West Virginia providers should report Tax ID/Internal Revenue Service (IRS) changes through the **New Health Partner Contract Form**. Wisconsin providers should reach out to WIMarketProviderInfo@CareSource.com to report changes.

2. **Respond to Audit Inquiries:** Timely responses help maintain data integrity.

Why Update Your Data?

- **Save Time:** Spend less time on mandatory audits.
- **Accurate Member Directories:** 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 or adding/removing a provider from an existing contract:

Update via the Provider Portal

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

Update via the Hierarchy Change Request Form

1. Complete the **Hierarchy Form**.
2. 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:

1. **Quarterly Outreach:** Providers will receive outreach from a CareSource partner, BetterDoctor, to give an attestation for their data.
2. **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**
- Watch the **Provider Portal Overview** video
- (West Virginia Providers Only) Add or remove a product or change Taxpayer Identification Number (TIN) or IRS name on the **Health Partner Contract Form**
- Review the **Attestation FAQs**



How to Get Help

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