



## **BetterDoctor FAQs**

**FAQs document for solo practitioners and small provider groups with less than 20 providers**

### **Why do I have to attest to my information every three months?**

State and Federal regulations require that health plans must validate and update their contracted provider network every 90 days. This ensures we have the most accurate information for claims payment and provider directories. CareSource North Carolina Co. has partnered with Quest Analytics, BetterDoctor, to streamline the attestation process.

### **What is BetterDoctor?**

BetterDoctor is the Quest Analytics Accuracy solution that outreaches to providers to collect attestations for CareSource North Carolina Co. The goal is to improve the quality of provider data. BetterDoctor is performing this outreach for us to providers like you, to ensure our provider directory is as accurate as possible. All outreach efforts are made under the BetterDoctor name.

### **How often do I have to attest to my information?**

The Centers for Medicare and Medicaid Services (CMS) requires health plans to reach out to providers on a quarterly basis (every 90 days). We have engaged BetterDoctor to perform that outreach and data verification.

### **How am I contacted to attest to my information?**

BetterDoctor performs quarterly outreach to providers to attest to their information. You may be contacted by email, fax, phone and/or mail. Quest Analytics will also send you a recurring calendar reminder to submit an updated roster every 90 days.

### **How do I attest to my information?**

BetterDoctor has made attesting to your information easy. Providers attest to their information via the BetterDoctor online tool – [betterdoctor.com/validate](https://betterdoctor.com/validate). Locate the email or fax that you receive from BetterDoctor, as it has your access token to use when you attest to your information via the BetterDoctor online portal.

### **Large Group Attestation (groups with 20+ practitioners)**

Large groups can submit rosters directly to Quest/BetterDoctor. Large groups can submit their rosters to [rosters@questanalytics.com](mailto:rosters@questanalytics.com).

### **Who do I contact if I am having trouble accessing the BetterDoctor portal or attesting to my information?**

If you are having issues accessing the portal or attesting to your information, please email [support@betterdoctor.com](mailto:support@betterdoctor.com). You will be contacted by a member of the BetterDoctor support team.

**I tried to attest, but I do not see my board listed in the BetterDoctor online tool.**

If your board isn't listed, please email [validation@betterdoctor.com](mailto:validation@betterdoctor.com) and let them know.

**How do I know if you have received my attested information?**

You can confirm that your attested information was received by emailing [suport@betterdoctor.com](mailto:suport@betterdoctor.com). Include the following information when contacting BetterDoctor Support:

- Practice phone or fax number
- The access token you received in your email or fax from BetterDoctor

**How is my attested information used?**

The data you verify and update will be used to update CareSource North Carolina Co.'s provider directory and claims payment system.

**What happens if I do not attest to my information?**

If you do not attest to your information and provide updated information when applicable, this can result in claims payment issues and inaccurate provider data in the online provider directory, as well as the printed directory. With the No Surprises Act in effect as of Jan. 1, 2022, providers who do not attest quarterly risk being suppressed in their contracted payers' provider directories.

**I updated my information in the CareSource online Provider Portal. Why do I need to respond to the BetterDoctor attestation request?**

Providers should always update their information via CareSource North Carolina Co.'s online Provider Portal whenever their provider data changes. This ensures we have the most up-to-date information as possible. The attestation process is a separate process from a provider updating their information in the CareSource North Carolina Co. online Provider Portal. Every 90 days, BetterDoctor will contact you to attest to the accuracy of the information we have in our system.

**Are we supposed to send all providers to BetterDoctor anytime they have updates?**

No. If a provider has updates in between the quarterly attestation period, these updates should be provided to CareSource North Carolina Co. via the online Provider Portal.

**What if I already validated with another health plan or company?**

Certain regulations require health plans to reach out to their providers once every 90 days to validate their information. This is why you may receive multiple contacts in a few months from several health plans to validate their information.

**Is there a cost to attest to my information?**

There is absolutely no cost to validate your information with the BetterDoctor's online tool. CareSource North Carolina Co. contracted with BetterDoctor to conduct provider attestation. CareSource North Carolina Co. is funding this outreach and data validation effort.

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