



**Action
Required**

Help Patients Find You

Local Health Plans Utilize Streamlined Provider Directory Process

We've made it easier to update your information

Several Massachusetts health plans that operate throughout New England utilize a single source (CAQH) to collect provider directory information. This streamlined process simplifies provider data entry and ensures that consumers have accurate information to contact you when they select a provider or when they need care.

New requirements

Federal requirements in the **No Surprises Act** and state regulations place greater importance on provider directory accuracy. In 2024, new state regulations included detailed requirements to collect provider information. Health plans must collect your information at least every 90 days and remove providers from directories if unable to validate your information. Your data submission and attestation in CAQH satisfies these requirements.

Examples of information that you need to supply in CAQH include:

- provider race and ethnicity
- open/closed patient panel status
- ages and genders treated
- cultural groups and special populations treated
- telehealth modalities
- practice group name and location
- appointment scheduling telephone and fax numbers
- practice email address
- hospital affiliations
- website address

It is essential for providers to update directory information at least every 90 days or when information changes. **If details about your practice have not changed, you must still verify and attest to data quarterly in CAQH.**

Please log into the CAQH Provider Data Portal proview.caqh.org/login to review and/or update your information today. *Thank you for your cooperation.*