

Provider Directory FAQs

What are the benefits of this provider directory solution?

HCAS and our member health plans recognize that establishing a comprehensive, centralized process to collect and update provider directory information will ease the burden providers face in notifying plans separately of changes in their directory information. This provider directory solution will allow for more accurate provider directories for health plans, without creating an undue burden on healthcare providers as they submit and update their information. Key benefits include the following:

- Support timely, efficient directory updates.
- Enable providers to update their demographic information with multiple health plans in a streamlined way.
- Improve the experience of members who rely on directories to select and contact providers.

What vendor has been selected to implement the provider directory solution?

After a nationwide process to evaluate business solutions, HCAS member health plans selected CAQH® to implement a provider directory solution in Massachusetts and throughout New England. CAQH stood out based upon several factors, including provider familiarity with CAQH's ProView system, service quality, and CAQH's willingness to work collaboratively with health plans and providers.

The CAQH provider directory solution, DirectAssure®, functions within the current ProView workflow and prompts providers to verify practice location information.

What local HCAS health plans will be implementing this provider directory solution?



What are providers expected to do and how is this being communicated?

Providers will be asked to update and confirm their directory data in the CAQH directory solution called DirectAssure. DirectAssure works in concert with the CAQH ProView® system and enables providers to submit professional and practice information and share it with multiple health plans, streamlining the data submission process for providers. This work will be essential to ensure that consumers have accurate and current information to access providers for patient care.

Please visit the HCAS website for the latest training videos, announcements and directory information:

<http://www.hcasma.org/Directory.htm>

In addition, HCAS health plans will provide ongoing communications regarding their specific directory updates.

What information will providers be asked to review and update?

Providers will be asked to review the following information, including, but not limited to:

1. Provider office locations, addresses, and phone numbers
2. Institutional affiliations
3. Specialty
4. Open or closed panel status
5. Languages spoken
6. Accommodations for disabilities
7. Completion of cultural competency training
8. Accessibility information for each practice location
9. Behavioral health clinical interests

How often do providers need to confirm and/or update their directory information?

Providers must update their directory information any time there is a change, i.e., phone number, address, panel status, however providers should confirm their directory information no less than every ninety (90) days.

When will health plans implement this provider directory solution?

Implementation is slated for later this year and will be staggered by health plans, beginning with a subset of individual and behavioral health providers and increasing over time.

HCAS and its member health plans will continue to share information including project announcements and implementation timelines as they are developed.

Why will health plans use a phased implementation?

Health Plans are working together to align implementation timing where possible, however, each health plan will be following their own phased implementation approach. HCAS health plans will continue to communicate the timing of their implementations to providers.

What is the health plan directory data upload process to CAQH and how will it impact providers?

To begin the implementation, health plans will upload their current directory information into CAQH. This will help reduce the input providers need to do when they go into the system for the first time.

When will large provider groups and organizations be included in this initiative?

HCAS and member health plans are working with CAQH to develop a data submission process to allow large organizations to submit demographic information for multiple providers through a bulk process. Providers in this category will continue data submissions as they do today until this new functionality is available.

How will behavioral health providers be impacted?

Behavioral health providers will be included in this initiative for those health plans that include them in their networks. For health plans that do not include them in their networks (carve-outs), behavioral health providers should follow the process as defined by their managed behavioral health organization for updating information unless directed otherwise.

Providers have difficulty sharing usernames and passwords for provider record access today. How is CAQH addressing this?

CAQH is working to develop the ability for the system to allow for multiple user access in one provider record.

How do I update my directory information in CAQH ProView?

- Log in to [CAQH ProView](#) by entering your username and password.
- On the Attestation page, follow these three steps:
 1. Click the link to view your Provider Directory Snapshot. If any data is incorrect, click X (in the upper right-hand corner) to close the snapshot and make changes within your CAQH ProView profile.
 2. Click Verify Review once you have made updates or if no changes are needed.
 3. Indicate that you have reviewed your Provider Directory Snapshot and then click Attest.
- The Attestation Completed screen will appear and you will receive a confirmation email.

If you need additional information on how to update your provider directory information within CAQH ProView, please review the detailed [Provider Directory Data Confirmation Initiative Reference Guide](#).

What tools and resources are available if I need assistance?

To learn more please visit the following websites for the latest training videos, announcements and directory information:

<http://www.hcasma.org/Directory.htm>

[https://www.caqh.org/solutions/directassure\](https://www.caqh.org/solutions/directassure)

Health plans will be reaching out to assist providers as well. Contact provider relations at each health plan for specific questions.

Providers that require assistance using ProView or completing provider directory related information are directed to contact the CAQH helpdesk at:

CAQH Helpdesk: (888) 599-1771

CAQH email: providerhelp@proview.caqh.org

In addition, A Virtual Assistant was added to the Chat Support functionality.

CAQH launched an updated chat support functionality for providers, practice managers, and participating organizations. Live agents will be available during normal business hours 8:30 AM to 6:30 PM EST. A virtual assistant has been added to field questions 24 hours a day, seven days a week.