



Update to Provider Directory Data Quality link information

It is **no longer required** that you log into the PRIME-Hub website along with the CAQH provider portal to update your demographic data. CAQH is a secure central database and authorizes health care organizations to access information. Blue Cross attestation process has transitioned solely to the CAQH provider portal which is the same portal that most other health insurers use to validate provider information. Completing quarterly attestations through CAQH will be the sole responsibility of the provider (or whomever they have designated within their practice to do so).

To be compliant with the attestation process and void sanctions from BCBSM, the below process steps must be completed quarterly:

- 1) Providers must login into CAQH to attest their information. Providers must complete all profile questions.
 - a. If there are changes to your demographic information you must:
 - i. Make the necessary updates in CAQH.
AND
 - ii. Changes in CAQH don't automatically flow to Blue Cross therefore, updates must also be completed through the BCBSM Provider Self-Service tool at www.bcbsm.com/provider to assure the accuracy of your information. Blue Cross will be conducting audits to validate that information displayed in the directory is correct. If the information is found to be incorrect for a provider, data will be suppressed from the directory.
 1. If you need help with BCBSM Provider Self-Service tool to update your information, please contact BCBSM Provider Enrollment Customer Service at 1-800-822-2761.
 - a. Providers can indicate if the practice location should be displayed in the directory. The location displayed in the directory should be where the provider sees patients.
 - b. The phone number displayed in the directory should be where patients can call for appointments.

Most providers already have a process to update information in CAQH quarterly, and once you are enrolled in CAQH, CAQH will send out quarterly reminders through fax, email or mail to remind providers to attest. If you don't have a CAQH ID, you can self-register at <http://proview.caqh.org>. If you have a CAQH ID, refer to the Provider Reference Guide located under the Provider Directory – DirectAssure section at www.caqh.org/solutions/caqh-proview for step-by-step instructions on how to complete your required quarterly attestation. **It is important that you hit the Attest button to allow Blue Cross to see your information. You can also contact CAQH at 1-888-599-1771 for assistance.**

The Physician Alliance will continue to receive reports from BCBSM of providers who have not attested to their information through CAQH and are at risk for BCBSM sanctions. As a courtesy, The Physician Alliance will alert you if you are identified at risk if BCBSM continues to provide the information.

If you have any questions, please contact Teresa Pontello at 586-498-3580 or teresa.pontello@thephysicianalliance.org or teresa.pontello@ascension.org.