

# Provider training

—  
Updating provider information

PREMERA



# Importance of accurate provider data

Keeping information about your practice accurate and current in our records is important and required.



Required by the  
No Surprises Act.



Allows members  
and referring  
providers  
to find care.



Prevents claims  
payment delays.



Insures timely  
contractual  
notifications.



Satisfies the terms  
of your contract.

# Provider directory

The provider directory is a tool members can use to find in-network practitioners, dentists, pharmacies, and medical centers.

## Information includes:

- Provider name and clinic name
- Address
- Phone number
- Gender
- Languages spoken
- Affiliations
- Awards
- Member ratings
- Provider designations
- Patient openings

The screenshot displays a provider profile for Mickey Mouse, MD, a Family Medicine physician. The profile includes a stethoscope icon, the name 'Mickey Mouse, MD', and the specialty 'Family Medicine'. It provides contact information: 'Mouse, Mickey, MD, 123 ABC Street NE, Ste C100, Seattle, WA 98888' and 'Phone: 888-888-8888'. A 'View More Locations' dropdown menu is visible. The profile also shows a 5.0 star rating with one review, two affiliations, additional procedures, and two awards. A 'Compare' checkbox and a 'View Profile' button are located in the top right. The estimated cost is \$110, and the provider is marked as a 'PREMERA PREMIER PROVIDER' and 'In your network'.

**Note:** Premera verifies the information on contracted providers that are both advertised and not advertised in the directory to ensure data accuracy on all providers.

# Updating the provider directory

Premera uses BetterDoctor®, the online portal from Quest Analytics.

- BetterDoctor contacts providers to verify directory information every 90 days.
- You need to respond and attest or provide changes when BetterDoctor contacts your practice.
  - **Note:** Attestation is required even if there are no changes.
- Updates captured by BetterDoctor are sent directly to Premera.
- Contact BetterDoctor at [support@betterdoctor.com](mailto:support@betterdoctor.com) or by phone at 844-668-2543, Monday through Friday, 7 a.m. to 3 p.m. Pacific Time.
- Unverified provider data will be removed from the directory.
  - The No Surprises Act requires health plans to verify all provider directory data every 90 days and directs that non-responsive providers be removed.



# Updating the provider directory

BetterDoctor will contact you by fax, mail, email, and/or phone to verify information.



Health Plan A  
LOGO

Health Plan A and BetterDoctor are Making Directory Accuracy a Priority

**VALIDATION IS REQUIRED FOR THE FOLLOWING PROVIDERS:**

Robert Valins

Health Plan A is working with BetterDoctor to ensure the accuracy of your information in provider directories.

BetterDoctor may contact your practice by fax, mail, email and/or telephone to request a review once a quarter.

Some common changes you may need to make include:

- Practitioners no longer at the office
- Practitioners not accepting new patients
- Phone or fax number is incorrect or disconnected

For more information about BetterDoctor's collaboration with Health Plan A, contact: \_\_\_\_\_

For technical assistance with the BetterDoctor verification process, contact [support@betterdoctor.com](mailto:support@betterdoctor.com) or 1-844-668-2543 (7 a.m. - 7 p.m. CT)

To verify, go to: [www.betterdoctor.com/validate](http://www.betterdoctor.com/validate)

Enter your code: 11111111

**Why are we sending a verify?**  
Outdated information confuses patients trying to access care.

**How often will we be requested to review my information?**  
Four times a year we'll request a review of your information. With BetterDoctor, your quarterly updates to shared with multiple insurance carriers. The return addresses the best practices.

**What information do you need?**  
Any public information patients use to find care (practice, address, phone numbers, and insurance network status).

**Someone else should be handling these calls. How do I update the information?**  
Contact support@betterdoctor.com or call 1-844-668-2543 to provide the correct information.

**What if I practice at multiple locations?**  
We review specific locations and providers by county. At the time we connect and additional locations. Contact us with specific additional locations.

For additional technical support, visit our support team by email at [support@betterdoctor.com](mailto:support@betterdoctor.com) or by phone at 1-844-668-2543



QUEST ANALYTICS  
**BetterDoctor**

**SIMPLICITY**

Did you know that federal and many state regulations require health plans — and often providers — to verify the accuracy of their provider directory information regularly, typically every 90 days? More important, an accurate provider directory ensures we can connect the right patients more easily to you.

That's why we're excited to announce our partnership with Quest Analytics to streamline your verification process through their **BetterDoctor** solution.

**BetterDoctor** is trusted by 700,000+ healthcare professionals from 360,000+ locations to attest their information through their online verification portal. It's one way we're making administration of your provider data easier and helping you keep your information updated, meet compliance and contractual requirements, enhance relationships with patients and plans, and maintain a successful, thriving business. Plus, **BetterDoctor** is specifically designed to help reduce your regulatory risks by keeping a record of every change made to your provider data - what was changed, by whom, and when.

In most cases, regulators audit plan directories by calling offices to verify the physicians practicing at that location. **BetterDoctor** also may contact physician practices by email, fax, telephone, and U.S. mail to request a review and direct them to **BetterDoctor's** online verification tool. You are encouraged to respond to these outreaches to ensure an accurate directory for all our members.


**Some common discrepancies identified in provider directories include:**

- The practitioner does not practice at the office.
- The practitioner is not accepting new patients.
- The phone number is incorrect or disconnected.

For more information about Premiera Blue Cross and **BetterDoctor**, provider offices can call our Provider Service team at XXX-XXX-XXXX, Monday through Friday, X a.m. to X p.m. pacific time.

For more information about **BetterDoctor**, visit their website <https://questanalytics.com/solutions/betterdoctor>. You may also contact them at [support@betterdoctor.com](mailto:support@betterdoctor.com) or by phone at 844-668-2543, Monday through Friday, 9 a.m. to 5 p.m. central time.

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Health Plan A  
LOGO

Health Plan B  
LOGO

Health Plan C  
LOGO

Are We Sending Patients to the Correct Place?

**VALIDATION IS REQUIRED FOR THE FOLLOWING PROVIDERS:**

The Williams

**VALIDATION IS REQUIRED FOR THE FOLLOWING PRACTICES:**

Georgia Clinic PC  
4330 Prospero Hill Ct  
Norcross, GA, 30092

**ATTN: OFFICE ADMINISTRATOR OR MANAGER**

We're reaching out because we need your confirmation that the information on record is accurate. For the providers listed at this location, in the health plan directories.

Even if nothing has changed, we still need you to confirm each quarter that the information is still accurate.

To complete your review for the quarter, visit the site below.

**ACTION REQUIRED**

To verify, go to: [www.betterdoctor.com/validate](http://www.betterdoctor.com/validate)

Enter your code: 11111111

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**Someone else should be handling these calls. How do I update the information?**  
Contact support@betterdoctor.com or call 1-844-668-2543 to provide the correct information.

**What if I practice at multiple locations?**  
We review specific locations and providers by county. At the time we connect and additional locations. Contact us with specific additional locations.

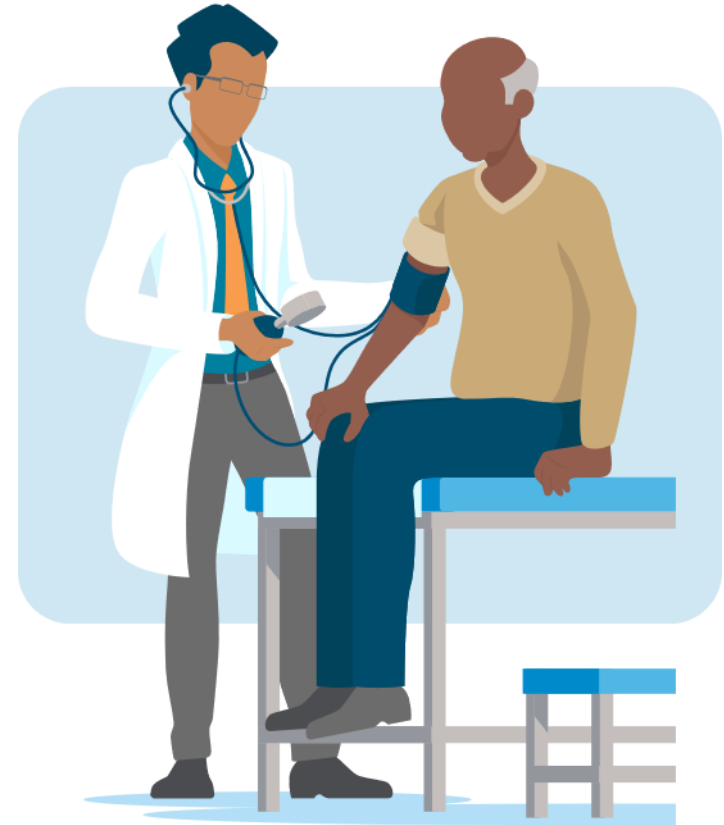
For additional technical support, visit our support team by email at [support@betterdoctor.com](mailto:support@betterdoctor.com) or by phone at 1-844-668-2543

PREMERA

# Updating provider licenses

Notify Premera if your license number has changed.

- Keep your license current with state agencies, and notify Premera if your license number has changed
- A license lapse could result in you being terminated and no longer a participating provider with Premera.
- Notify Premera:
  - Fax: 425-918-4766
  - Email: [credentialing.updates@Premera.com](mailto:credentialing.updates@Premera.com)



# NPPES data

The provider directory is a tool members can use to find in-network practitioners, dentists, pharmacies, and medical centers.

The Centers for Medicare and Medicaid Services (CMS) has also asked us to remind you to review your National Provider Identifier (NPI) data in the [National Plan & Provider Enumeration System \(NPPES\)](#).

Providers are legally required to keep their NPPES data current.




Update any inaccurate information in modifiable fields including provider name, mailing address, telephone and fax numbers, and specialty.

Keeping your information accurate can reduce the information that needs to be updated through Quest Analytics.

# Don't wait!

Updating your information is simple and quick.

When your office information changes, simply email a [completed provider update form](#) to [provider.relationswest@premera.com](mailto:provider.relationswest@premera.com).

		<b>PROVIDER UPDATE FORM</b>
Use this form to update your practice information and keep our provider directory current. Send the completed form by email at <a href="mailto:provider.relationswest@premera.com">provider.relationswest@premera.com</a> or fax: 425-918-4937. Check out our self-service tools at <a href="http://premera.com/wa/provider/">premera.com/wa/provider/</a> .		
<b>GENERAL INFORMATION</b>		
Practice name: _____	Name of individual completing form: _____	
Practice tax ID/EIN: _____	Individual's phone number: _____	
Organization NPI: _____	Individual's email: _____	
Credentialing email: _____		
Primary office email: _____		
<b>UPDATE TYPE</b> (check all that apply)		
<b>Change Applies to Entire Practice/Group</b>	<b>Change Applies to Specific Practice or Group Location(s)</b>	<b>Change Applies to Individual Provider(s)</b>
<input type="checkbox"/> Change practice name <input type="checkbox"/> Change of ownership, tax ID or organization NPI # <input type="checkbox"/> Change payment/remittance address <input type="checkbox"/> Change credentialing address <input type="checkbox"/> Change communications address	<input type="checkbox"/> Make changes to an existing location address <input type="checkbox"/> Add a new practice location <input type="checkbox"/> Remove a practice location	<input type="checkbox"/> Add or remove a practitioner <input type="checkbox"/> Update an existing practitioner
Other (please specify the reason for submitting this form): _____		
Effective date of change: ____/____/____		
<b>CHANGE OF PRACTICE NAME/OWNERSHIP/TAX ID CHANGE</b>		
<input type="checkbox"/> <b>Change Practice Name</b>		
New name: _____		Previous name: _____
<input type="checkbox"/> <b>Change of Ownership/Tax ID*</b> <b>*Must submit a copy of the IRS SS-4 confirmation letter with this form.</b>		
New tax ID: _____		Previous tax ID: _____
New NPI: _____		Previous NPI: _____
<b>UPDATE EXISTING ADDRESS INFORMATION</b>		
Change applies to (check all that apply): <input type="checkbox"/> Location <input type="checkbox"/> Payment <input type="checkbox"/> Credentialing <input type="checkbox"/> Communication		
<b>NEW INFORMATION:</b> Street (include suite/building #) _____ City: _____ State: _____ ZIP: _____ Phone: _____ Fax: _____		<b>PREVIOUS INFORMATION:</b> Street (include suite/building #) _____ City: _____ State: _____ ZIP: _____ Phone: _____ Fax: _____



Thank you

PREMERA