

Help Us Keep Directory Information Up to Date

The Centers for Medicare & Medicaid Services and other regulatory bodies require health plans to maintain and update data in provider directories, and we rely on our providers to review their data and notify us of any changes as they happen to ensure that members have access to accurate information.

Harvard Pilgrim is participating in efforts through HealthCare Administrative Solutions to institute a centralized process for providers (using CAQH's DirectAssure®) to review and report changes to demographic data. Implementation is ongoing via a phased approach. Providers identified for implementation will be contacted by CAQH with a request that they review and attest to their data. To learn more, visit the [HCAS website](#).

If you are not currently using DirectAssure for provider directory updates, please continue to use existing processes to review and report changes to your address, panel status (open or closed) for each individual provider, institutional affiliations, phone number, and other practice data. You may review this information via our online Provider Directory. If you need to update any information, please fill out a [Provider Change Form](#) and submit it to Harvard Pilgrim's Provider Processing Center by email at PPC@harvardpilgrim.org.

Additionally, please note that as new providers join your practice, it is equally important to make sure practice locations submitted for enrollment and inclusion in the Harvard Pilgrim provider directory are locations where the provider regularly provides direct patient care. Locations in which a provider may occasionally render indirect care — such as interpretation of tests or inpatient-only care — should be specified to ensure the location information is included in the provider's demographic profile, but not in the provider directory.

Notification of address, acceptance of new patients, and other demographic information changes should be submitted at least 30 days in advance. For any further questions, call the commercial Provider Service Center at 800-708-4414 or the Medicare Advantage Provider Service Center at 888-609-0692.