

Directory Accuracy and Location Suppression

Introduction

Harvard Pilgrim is committed to maintaining an accurate provider directory in order to provide our members with the information they need to choose and contact providers. This commitment supports requirements from the Centers for Medicare & Medicaid Services and other regulatory bodies that health plans maintain and update data in provider directories. Harvard Pilgrim relies on providers to review their data and notify us of any changes as they happen to ensure that members have access to accurate information.

Notification Requirements

Notification of address, panel status, and other demographic information changes should be submitted at least 30 days in advance. You may review your practice information via Harvard Pilgrim's 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.

In addition, through a partnership with HealthCare Administrative Solutions (HCAS), Harvard Pilgrim has a centralized process for providers (using CAQH DirectAssure®) to review and report changes to demographic data. More information can be found on the HCAS website.

Enrollment of Practice Locations

Practice locations that should be 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 as such on the *Provider Change Form* and/or DirectAssure to ensure the location information is included in the provider's demographic profile, but not in the provider directory.

Practitioners who practice only in a hospital or urgent care setting should be identified as such on the *Provider Change Form* and/or DirectAssure in order to be properly enrolled.

Suppression of Locations

Practitioners may request that a location be suppressed from the directory. However, the primary location of a practitioner, as listed at Harvard Pilgrim, may not be suppressed unless **all** locations are suppressed. The marketed location should be designated as the primary location.

If Harvard Pilgrim is notified that a practitioner location may be inaccurate, we will conduct a review to validate and obtain accurate information. This review may include outreach to the provider office. Because Harvard Pilgrim is required to resolve the issue within 30 days or suppress the location, including primary locations, pending further research, it is important to respond to any inquiries in a timely manner.

For any further questions, call the Medicare Advantage Provider Service Center at 888-609-0692.

PUBLICATION HISTORY

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