



# Weekly Provider News

June 29, 2016

## Changes to Provider Directory Information & Updates

Senate Bill 137 (SB 137) has mandated that health plans update provider directory content and functionality to ensure that members have access to the most accurate provider network information. Effective July 1, 2016, SB 137 includes a new requirement that providers must review and update directory information on a semi-annual or annual basis (for solo providers and group practitioners, respectively). The Alliance will reach out to you to confirm your directory information. Please note that SB 137 requires providers to respond affirmatively to the Alliance request for directory information review and to confirm that the information listed in the provider directory is accurate.

Additionally, providers are required to notify the Alliance within 5 business days if they have a change in their ability to accept new Alliance members (i.e., change from closed to open). SB 137 requires this language to be included in the Alliance provider contracts. The Alliance will amend provider contracts to include this additional information in late 2016.

There are several ways that you can notify the Alliance of changes to provider information, including the ability to accept new members:

1. Electronically submit changes through the Provider Information Change Form located at:  
[http://www.ccah-alliance.org/Provider\\_Info\\_Change.html](http://www.ccah-alliance.org/Provider_Info_Change.html)
2. Email the updated information to [directory@ccah-alliance.org](mailto:directory@ccah-alliance.org)
3. Call your Provider Services Representative (800) 700-3874 ext. 5504

If a member contacts you regarding an inaccuracy in the Alliance provider directory, please direct the member to the Alliance and notify the Department of Managed Health Care of the inaccuracy.

We appreciate your cooperation with the SB 137 requirements.

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### Questions?

Contact your Alliance Provider Services Representative or call Provider Services at (800) 700-3874 ext. 5504