



## FLASH: Provider Directory Updates Through LexisNexis

November 5, 2019

As you know, it is vital your patients have access to accurate, up-to-date information in the provider directory. To ensure this accuracy, the Illinois Department of Human Services, the Illinois Department of Insurance, and the Centers for Medicare & Medicaid Services all require that providers review and update their information quarterly or whenever there is a significant change.

To help you meet this requirement, we have partnered with the search firm LexisNexis Risk Solutions and American Medical Association Business Solutions. They will be reaching out on a quarterly basis by one or more of their three communication channels (phone, fax, and Verify Health Care Portal) to verify that your provider information is accurate.

As a reminder, here is the directory information that must be reviewed and updated:

- Ability to accept new patients
- Street address
- Phone number
- Office hours
- Hospital privileges
- Any other information that affects availability to the patient

**Members must be able to call the phone number listed in our provider directory and make an appointment with that specific provider at that location.**

If you have any questions or have trouble with your updates, please contact your provider relations specialist or call our Provider Services team at 1-800-851-3379, option 3.

Thank you for your cooperation in this important initiative.

If you have questions, contact your provider relations specialist.