

PROVIDER QUICK POINTS

PROVIDER INFORMATION



November 13, 2019

CMS Provider Data Accuracy Audit

The Centers for Medicare & Medicaid Services (CMS) requires that payers have accurate provider demographic information in provider directories. Periodically, CMS will audit the payer's provider data to ensure compliance with this requirement. CMS uses a secret shopper approach to audit, calling providers and comparing their answers to a set of questions used to verify the information in the payer's directories. The caller will not identify themselves as CMS. Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) encourages all providers to be prepared to answer these questions accurately, in order to support access to providers for subscribers who use the provider directory to make clinic selections. Blue Cross cooperates with providers to maintain provider information as accurately as possible. The questions providers are asked will be similar to the ones listed below.

I'm interested in scheduling an appointment, is this provider (name) at this location?

- Answer yes if the provider schedules appointments with patients at least one day a week.
- Answer no if the practitioner provides coverage services only and/or interpretation of diagnostic services without face-to-face patient contact.

Do you accept Blue Cross and Blue Shield of Minnesota (Blue Cross) Medicare Insurance?

This would include all products such as: Senior Gold, Platinum Blue, Medicare Advantage, Strive Medicare Advantage, and Secure Blue.

- Answer yes if you accept the Blue Cross products.
- Answer no if you do not accept these products.

**Ensure all staff are aware of the Blue Cross products that the practice accepts.*

Is this provider accepting new patients for Medicare Advantage?

- Answer yes if a new patient can schedule an appointment with these specific providers.
- Answer no if the provider is not scheduling appointments with new patients.

Is this provider a Primary Care Provider (PCP), Cardiologist, Oncologist, or Ophthalmologist?

- Answer according to what specialty the provider practices at the location.

Is the practice address correct?

- Include a suite number in the response if one exists for the practice location.

Is the telephone number correct?

- This is usually confirmed by dialing the phone number.

Is the provider's name correct?

The Blue Cross directory will reflect the most current information that has been received from the provider. Any changes in the provider's name and licensure must be submitted to Blue Cross. Answer the question accordingly.

Is the practice name correct?

- CMS expects the phone to be answered the way the practice name is displaying in the directory.

Additional Information

Provider directory information can be updated by completing one of the various forms located on www.bluecrossmn.com. On the main page select "For Providers" then click "Administrative Updates". Complete and return the appropriate form for the necessary change.

Questions?

If you have questions, please contact provider services at **(651) 662-5200** or **1-800-262-0820**.