

PROVIDER QUICK POINTS

PROVIDER INFORMATION



August 28, 2019

Vendor Engagement to Improve Provider Directory Accuracy

Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) has contracted with the vendor Council for Affordable Quality Healthcare (CAQH) to supplement our internal efforts to meet certain regulatory requirements of the Centers for Medicare & Medicaid (CMS). CMS requires that health plans reach out to their contracted providers on a quarterly basis to remind our providers to update their demographic data with us as soon as they are aware of changes. CAQH will not be reaching out to all providers. Instead, the Provider Demographic Data Outreach team in Provider Relations will be responsible for reaching out to providers that are not covered under the CAQH agreement. In the case of large hospital/care system providers, our intent is to work directly with assigned contact(s) via quarterly outreach, rather than having CAQH complete this work. However, in the case where an individual practitioner is affiliated to both a large hospital/care system and an independent clinic, there may be some overlap. Please note that independent clinics that do not have an existing account with CAQH ProView, will not be contacted by CAQH.

Providers who receive the following communication (example below) from CAQH are urged to review the applicable practitioner's demographic data on the site:

Provider Name: XXXXXX

CAQH Provider ID: XXXXXX

Thank you for participating in the CAQH ProView! This is an informational message to inform you that the following organization has added you to their roster:

Blue Cross Blue Shield Minnesota

Since you elected to authorize all organizations to your information you need to take no further action.

Reminder, our toll-free Provider Help Desk can be reached by email at Chat: <https://proview.caqh.org/PR/>
Chat Hours: Monday - Friday: 8:30 AM to 6:30 PM (EST) or by calling (888) 599-1771 (Help Desk hours: 7am-9pm ET Monday - Thursday and 7am-7pm ET on Friday). Please have your CAQH Provider ID available when you call.

IMPORTANT: Changes made in CAQH ProView will not carry over to the Blue Cross operating claims and provider directory system. Any demographic changes will still require providers to complete the applicable forms on the Blue Cross website: <https://www.bluecrossmn.com/providers/administrative-updates>

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

QP73-19

Distribution: Available online at: <https://www.bluecrossmn.com/healthy/public/personal/home/providers/forms-and-publications>

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L264R03 (12/13)