Directory accuracy and suppression of unverified provider information

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 changes to practice locations, availability to see members, including whether there is a waitlist of 4 weeks or less, and other changes that affect the content or accuracy of the Harvard Pilgrim Provider Directory should be submitted **at least 30 days** prior to the change. You may review all of your practice information via Harvard Pilgrim's online Provider Directory. If you need to update any information, you may do so in one of several ways. If you are an individual practitioner, you can update your information using CAQH Provider Data Portal, a tool offered through a partnership with HealthCare Administrative Solutions (HCAS), which offers a centralized process for providers to review and report changes to directory data. More information can be found on the HCAS website.

If you are a facility, you can utilize the Provider Attestation functionality available in HPHConnect.

Alternatively, you may submit your change via a Provider Change Form and submit it to Harvard Pilgrim's Provider Processing Center by email at PPC@point32health.org.

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 patient care. Locations in which a provider may occasionally render care — such as interpretation of tests or inpatient-only care — should be specified as such on the Provider Change Form and/or CAQH Provider Data Portal 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 in CAQH Provider Data Portal in order to be properly enrolled.

Suppression of unverified provider information/provider's duty to verify

Harvard Pilgrim reserves the right to suppress provider information from the directory for a variety of reasons. If Harvard Pilgrim is notified that any of the provider's information on the directory is inaccurate, we will conduct a review to validate and obtain accurate information. This review may include outreach to the provider's office. Because Harvard Pilgrim is required to quickly resolve potential inaccuracies or suppress the information, it is important to respond to any inquiries in a timely manner to avoid suppression.

To assist with maintaining accurate and up-to-date data, **every 90 days** providers must verify and attest to the accuracy of their directory data, including practice location, practice phone, digital contact information (if applicable), availability to see members, including whether the provider has a waitlist of 4 weeks or less, etc. via the specified method (CAQH Provider Data Portal or other approved process, if appropriate). Failure to re-attest to this directory data within this timeframe may result in your data being suppressed from our provider directory.

Providers may request that a specific practice location be suppressed from the directory. However, the primary practice location reported to Harvard Pilgrim by the provider to be listed in the directory may not be suppressed unless **ALL** locations are suppressed.

For any further questions, call the Provider Service Center at 800-708-4414.

PUBLICATION HISTORY

07/01/20	original documentation
11/01/23	updated for clarity, Provider Attestation functionality in HPHConnect noted, policy name changed from Directory Accuracy and Location Suppression to Directory Accuracy and Suppression of Unverified Provider Information
04/19/24	updated Enrollment of Practice Locations with CAQH Provider Data Portal link; added mention of seeing members, including whether a provider has a waitlist of 4 weeks or less; administrative edits.
11/16/26	administrative updates