

## Provider Directory Data Quality

The Centers for Medicare and Medicaid Services has mandated that all health plans provide complete and accurate information regarding physicians who are available to patients in online and printed directories. To remain compliant, BCBSM is mandating that physicians confirm their directory information every **90 days**, or they risk removal from directories and/or having their value-based reimbursements terminated. Updates should be completed in provider self-service **and** in your CAQH profile.

BCBSM is conducting monthly PDDQ audit calls to validate the following information: practice address, phone number and whether patients can make an appointment at the given location.

**Practice Managers**, it is important to have conversations with your front-line staff about the possible PDDQ audit calls. Ensure that your staffs feel comfortable providing detailed information as requested by BCBSM on these calls.

If you have any questions, contact CAQH by phone at 888-599-1771 or email at [providerhelp@proview.caqh.org](mailto:providerhelp@proview.caqh.org).