

All providers must keep their directory information current

September 24, 2019

When members are looking for medical care, online provider directories are important tools for helping them find network providers. Patients and their caregivers rely on our directories for contact and other critical information when making health care decisions.

That's why it's important that our online resources are accurate. The law requires us to keep the information on our website current, and we can't do it without your help. **This requirement applies to all providers in our network.**

What to do first

Verify that your information on our website is correct.

1. Go to [Find a Doctor & Estimate Costs](#). You don't need to log in, just select one of the networks you participate in.
2. Check the record for *all your site locations*.*

- Names
- Addresses
- Phone numbers
- Specialties
- Medical groups
- Hospital affiliations
- Gender
- Board certification
- Languages spoken
- Whether you are accepting new patients
- Whether you offer telemedicine

*Only addresses where members can make appointments with clinicians should be in the directory.

3. If everything is accurate, you don't need to do anything else.

When updates are needed

Since you can't update the [Find a Doctor & Estimate Costs](#) site by yourself, use one of the forms listed below:

If you are a	Use the
Hospital, facility, or lab	Update Form for Facilities
Any other provider type*	Standardized Provider Information Change form

* Doctors: remember to go CAQH to update your recredentialing application there as well as on the form.

Don't wait – keep your information current

Even if your information is up-to-date now, please be sure to submit changes as they arise throughout the year.

As always, thank you for the care you provide to your patients—our members.

Questions?

Call Network Management and Credentialing Services at **1-800-316-BLUE (2583)**.

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