

Guide to Update Your Practice Information



A quick guide to keeping your data current so members can find you easily, claims can be processed quickly, and you can spend less time on audits.

Save Time, Help Members!

1. **Maintenance:** Notify us of any changes promptly via the Provider Maintenance Form on the Provider Portal.

Note: Tax ID numbers or new Internal Revenue Service (IRS) names require a contract amendment. Report Tax ID/IRS changes through the Health Partner Contract Form.

2. **Respond to Audit Inquiries:** Timely responses help maintain data integrity.

Why Update Your Data?

- **Save Time:** Spend less time on mandatory audits.
- **Accurate Member Directories:** Help patients find you easily.
- **Timely Reimbursements:** Ensure claims are processed without delays.
- **Regulatory Compliance:** Meet Centers for Medicare & Medicaid Services (CMS) and federal requirements.

How TrueCare™ Uses Your Data

- **Find A Doctor Tool:** Help members locate providers easily.
- **Printed Directories:** Ensure members have access to accurate provider information.
- **Network Adequacy Reporting:** Support our commitment to providing accessible care.

If Your Data Changes, Please Follow These Steps:

If updating demographic information

Update via the Provider Portal

1. Log in to your TrueCare Provider Portal account.
2. Navigate to the “Provider Maintenance” section.
3. Update your information and submit changes.

If adding or removing a provider from an existing contract

Update via Health Information Exchange (HIE)

1. Access the HIE form.
2. Update your information.
3. Email the form to **ProviderMaintenance@CareSource.com**.

Data Verification and Maintenance

TrueCare regularly verifies provider data to ensure accuracy. Here's how we do it:

Provider Verification Survey: A random sample of providers will be surveyed quarterly to confirm data accuracy.

PRO TIP: Keeping your data updated makes these verification steps easier.

Additional Online Resources

- Stay connected with **TrueCare**
- Create a **Provider Portal Account**
- Review the **Provider Portal Overview**
- Add or remove a product or change Taxpayer Identification Number (TIN) or IRS name on the **New Health Partner Contract Form**



How to Get Help

Questions? Call Provider Services at **1-833-230-2174**, available Monday through Friday, 7:30 a.m. to 5:30 p.m. Central Time (CT).