

Provider Bulletin

News and Information



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Importance of maintaining accurate Provider Directory data

Providers are required to make sure UCare has the most current demographic information on their practice, available practitioners and services offered. The information provided to UCare is used to populate the online and paper Provider Directories. Accurate Provider Directory data ensures that UCare members can find the providers and services they need at the correct locations.

For a Provider Directory to be accurate, practitioners should only be listed at locations where members can schedule appointments and phone numbers should be correct and connect the member to a scheduler. A recent audit on the Provider Directory data given to UCare by providers found some practitioners were not practicing at listed locations and phone numbers were inaccurate.

Providers should follow these best practices to keep their data current:

- Comply with UCare's Provider Participation Agreement and the [Provider Manual](#) (see Provider Responsibilities chapter), i.e., providers should make sure their data is up to date and review their information for accuracy at least once per quarter.
- Visit <https://www.ucare.org/providers/our-network/manage-your-information> to review and edit their demographic information.
- Ensure their Centers for Medicare and Medicaid Services (CMS) National Plan and Provider Enumeration System (NPPES) profile is updated routinely. Keeping this information up to date also helps to reduce provider data discrepancy.
- Aim to reduce excessive practitioner location listings. If the practitioner does not regularly accept appointments at a location, they should not be listed there. UCare does not require location affiliations for claims to pay.

As a reminder, CMS also reviews UCare's Provider Directory for accuracy per regulation 42 CFR 422.111 and No Surprises Act Sec. 116. UCare's information is dependent on the data providers supply.