

Feb. 25, 2022

Subject: Law Requires Provider Directory Information to Be Verified Every 90 Days

Dear Provider,

Presbyterian Health Plan, Inc. and Presbyterian Insurance Company, Inc. (Presbyterian) are informing individual practitioners, medical groups and facility providers of the requirements identified in the Consolidated Appropriations Act (CAA) of 2021 that affect their practice.

What are the requirements that affect me?

The CAA, also known as the “No Surprises Act,” was established to protect patients from unexpected medical bills. According to this law, if a patient inadvertently received out-of-network care due to inaccurate provider directory information and they paid a medical bill for an amount in excess of their health insurance company’s in-network cost-sharing amount, then individual practitioners, medical groups and facility providers are required to refund patients any amounts paid in excess of their in-network cost-sharing amounts with interest.

In addition, this law also requires individual practitioners, medical groups and facility providers to verify their directory information with Presbyterian and other health insurance companies **every 90 days** beginning Jan. 1, 2022. To comply with this requirement, providers will need to verify their directory information by April 1, 2022. There are no exemptions to this requirement.

Presbyterian will distribute notifications in March, May, August and November to remind individual practitioners, medical groups and facility providers to verify their directory information. Practitioners, medical groups and facility providers are encouraged to set calendar reminders to help ensure they are verifying their directory information every 90 days.

What happens if provider directory information is not verified within 90 days?

If a practitioner, medical group or facility provider has not verified their directory information with Presbyterian after 90 days, then they will be removed from Presbyterian’s provider directory. In order to be included in the provider directory, practitioners, medical groups and facility providers must verify their directory information with Presbyterian.

What is considered provider directory information?

Provider directory information is any information included in Presbyterian’s Provider Directory, a tool Presbyterian members use to find a provider who meets their needs. Directory information includes but is not limited to practitioner, medical group and provider facility names, phone numbers, websites, location addresses, phone numbers, office hours, languages spoken by the practitioner and office staff, medical group and hospital affiliations, completion of Cultural Competency training, and compliance with the American with Disabilities Act (ADA) access requirements.

When does directory information need to be updated?

PPC022208

Page 1 of 2

Presbyterian exists to improve the health of the patients, members, and communities we serve.

www.phs.org

In addition to updating directory information every 90 days, individual practitioners, medical groups and facility providers are required to update their directory information when the following occur:

- A network agreement with Presbyterian is initiated or terminated.
- There is a change to their directory information.
- Presbyterian or the Secretary of Health and Human Services indicates that the provider directory information needs to be updated or verified.

How do I update my directory information?

To update directory information, log in to myPRES at www.phs.org/myPRES and select “Update Provider Demographic Information” from the service menu. For step-by-step instructions and a short how-to video, visit www.phs.org/DirectoryUpdate.

Where can I find more information?

For more information, please visit the following links:





- www.congress.gov/bill/116th-congress/house-bill/133/text
- www.cms.gov/nosurprises
- www.cms.gov/nosurprises/policies-and-resources/provider-requirements-and-resources

If you have any questions, then please contact your Provider Network Operations relationship executive. Their contact information can be found in the Presbyterian Provider Network Contact Guide at www.phs.org/ContactGuide.

As always, thank you for partnering with us to improve the health of the patients, members and communities we serve.

Healthy regards,

Provider Network Operations

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