

Aug. 28, 2023

Subject: Update Provider Directory Information by Sept. 28 to Comply with the No Surprises Act

Dear Provider,

In accordance with the No Surprises Act, Presbyterian Health Plan, Inc. and Presbyterian Insurance Company, Inc. (Presbyterian) are reminding all providers that they are legally required to verify their provider directory information every 90 days. To comply with this federal requirement, providers must verify their directory information with Presbyterian by **Sept. 28**. There are no exemptions to this requirement.

What is considered provider directory information?

Provider directory information is any information included in the Presbyterian Provider Directory. 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 access requirements.

When does directory information need to be updated?

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?

Physical Health Providers

For instructions on how to update provider directory information, providers can view a short instructional video at <https://bcove.video/3YhqkY9>. Step-by-step instructional guides are also available for physical health individual providers, groups and facilities at www.phs.org/directoryupdate.

Note: Physical health groups and facilities are required to identify staff members as authorized delegates to make changes on their behalf. To submit a request to authorize a staff member as a delegate, please visit <https://phs.swoogo.com/delegate-access>. It may take up to 72 hours for access to be granted.

Important: All currently rostered physical health medical groups should continue to follow the current roster process.

Behavioral Health Providers

Behavioral health providers can update their directory information by logging into the behavioral health portal at www.magellanprovider.com. For assistance, contact Gerald Schiebe at gscheibe@magellanhealth.com.

Important: All behavioral health organizations should continue to follow the current roster process. For assistance, contact Adrienne Duran at aduran18@phs.org.

Where if I have questions?

For questions, please contact your Provider Network Operations relationship executive. The Presbyterian Provider Services Contact Guide is available at www.phs.org/ContactGuide.

How do I sign up to receive email reminders?

If you would like to receive communications like this via email, then please sign up to receive electronic communications from Presbyterian by visiting www.phs.org/providers/contact-us/news-and-communications/Pages/enewsregistration.aspx.

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

Provider Network Operations



Hours: Monday to Friday, 8 a.m. to 5 p.m.



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