



Provider Data Verification- Frequently Asked Questions

1. Why do you have to validate my address and phone number so often?
 - a. Provider demographic data changes frequently throughout our provider networks. In order to ensure that our members know where to find the right doctors for the care they need, it is critical that we verify the accuracy of their contact information regularly.
 - b. We are validating often to align with MO HealthNet, CMS and other compliance requirements.
 - c. CMS requires validation of accurate provider demographic data every 90 days.
2. Why am I receiving requests from both Home State Health and LexisNexis?
 - a. We are utilizing various methods to ensure we validate data for all of our providers. This includes our partnerships with LexisNexis, AMA, CAQH, and our Health Plan outreach teams. Our goal is aligned with yours to ensure accurate and timely provider data to be displayed in our directories.
3. How often will I have to update our data going forward?
 - a. We will be asking for an attestation on the accuracy of your contact information on at least quarterly. Timely response to our outreach attempts helps us minimize outreach to provider offices.
4. Can't I just contact you if our information changes?
 - a. Yes. By attesting to the accuracy of your demographic information at the AMA or Home State Health portal you can minimize the number of times we will have to contact you.
5. How do I provide my attestation? Can I do it online?
 - a. Yes, via the LexisNexis / AMA portal. The link will be included in the email you receive.