

Care Provider Demographic Data Attestation Frequently Asked Questions

Key Points

- The accuracy of the demographic data we have on file for you is critical to both of our businesses:
 - Connects you with members searching for care
 - Supports claims accuracy and timely reimbursement
 - Helps meet Centers for Medicare & Medicaid Services (CMS) guidelines for quarterly contact with contracted providers
- Because the accuracy of care provider data is so important, we implemented the quarterly data attestation requirement. Care providers who are contracted with UnitedHealthcare must attest to the accuracy of their demographic data each quarter.
- You can use the upgraded My Practice Profile app on Link to review and update* your demographic data and attest to its accuracy. Link users will receive the upgraded My Practice Profile app in phases through 2017.

Overview

To help provide our members with up-to-date information and meet CMS guidelines, all care providers who are contracted with UnitedHealthcare need to attest to the accuracy of their demographic information each quarter. This requirement is outlined in the [2017 UnitedHealthcare Care Provider Administrative Guide](#) (page 10).

Attestations can be completed using the upgraded My Practice Profile app on Link. You may also use the app to update your care provider demographic information.

Link users will receive the upgraded My Practice Profile app in phases through 2017. We'll send your organization's Link Password Owners and ID Administrators a notification email when you have access to the upgraded app. To use the app, please sign in to [UnitedHealthcareOnline.com](#) to access Link, then select My Practice Profile.

We may also work with those who don't have access to the upgraded app to review demographic information and complete attestations.

* Care providers who participate with UnitedHealthcare Community Plan of Hawaii should not use My Practice Profile to update demographic information. Instead, please call 888-980-8728 to make demographic updates.

Delegated providers who submit UnitedHealthcare Community Plan of Michigan demographic updates through a separate process should not use My Practice Profile to update demographic information. Instead, please continue to submit those updates using your existing process.

Frequently Asked Questions and Answers

Q1. Why do I need to attest to the accuracy of my organization's demographic data?

A1. We implemented the quarterly data attestation requirement because the accuracy of care provider data is so important. We use the information you submit to update our care provider directories, so accurate data helps connect you with members searching for care. It also supports claims accuracy and timely reimbursement. And, verifying your care provider data helps meet the CMS guidelines for quarterly contact with contracted providers.

Q2. When does this requirement go into effect?

A2. Your first attestation is required 90 days after you receive access to the upgraded My Practice Profile app. Attestation will also be required every 90 days after that. Attestations should be completed through the My Practice Profile app on Link.

Link users will receive the My Practice Profile upgraded app in phases through 2017. We'll send Link Password Owners and ID Administrators a notification email when you have access to the upgraded My Practice Profile app so you can start using it right away. To access the app, please sign in to UnitedHealthcareOnline.com to go to Link, then select My Practice Profile.

To help maintain up-to-date care provider directories and support claims accuracy and timely reimbursement for you, we may contact you before you have access to the upgraded app to review demographic information and complete attestations.

Q3. Is the attestation a CMS requirement?

A3. CMS requires UnitedHealthcare and other Medicare Advantage organizations to "contact their network/contracted providers on a quarterly basis to update the following information in provider directories: ability to accept new patients; street address; phone number; and any other changes that affect availability to patients." This requirement is outlined in the Medicare Managed Care Manual, Chapter 4 - Benefits and Beneficiary Protections, Section 110.2.2 – Provider Directory Updates.

CMS allows Medicare Advantage organizations some flexibility to determine how to complete this quarterly task in a way that will help achieve the highest response rate. UnitedHealthcare implemented the quarterly attestation requirement to meet the CMS guidelines for quarterly contact with contracted providers. All care providers who are contracted with UnitedHealthcare are required to attest to the accuracy of their demographic information each quarter.

Q4. If I attested to my data using NCQA's ProView tool, do I still need to attest to UnitedHealthcare about the accuracy of my organization's demographic data?

A4. Yes. CAQH may send us the information you authorized them to share, but at this time we can't update our care provider directories and internal systems with the information from CAQH because:

- It may not include the level of detail we need.
- If it doesn't match what we have in our systems, we're not sure which data is correct.

We understand it may be frustrating to update your data with CAQH and multiple payers, so we're working with CAQH on a process that would allow us to accept your CAQH attestations and make changes to your UnitedHealthcare data.

Q5. How did you communicate this requirement to care providers?

A5. We first communicated this to care providers in the [2016 Physician, Health Care Professional, Facility and Ancillary Provider Administrative Guide](#) (page 96). The [2017 UnitedHealthcare Care Provider Administrative Guide](#) (page 10) also includes the requirement.

A [Network Bulletin article](#) was published in April 2016 to let care providers know the requirement would be delayed until an enhanced app was available to give you a simpler way to view and attest to the accuracy of your data. In September 2016, we published a [Network Bulletin article](#) announcing the upgraded My Practice Profile would allow you to complete your required quarterly attestation.

As users gain access to the upgraded app, we email Password Owners and ID Administrators to let them know they have access and remind them of the attestation requirement. The email explains how to review, update and attest to your data. We also send attestation reminder emails to users in your organization who have access to view/update information in My Practice Profile when it's time for them to attest to your organization's data.

Q6. How often do I need to attest to the accuracy of my demographic data?

A6. Your organization must attest to the accuracy of their data every 90 days.

Q7. How will I know when it's time to attest?

A7. Each person in your organization with access to view/update information in My Practice Profile will receive emailed reminders. In addition, there will be a reminder on My Practice Profile that tells your attestation deadline.

Q8. What happens if I don't attest to the accuracy of my data on time?

A8. If you don't attest to the accuracy of your data each quarter, you'll be sent additional reminders and your Provider Advocate or Provider Data Attestation Representative may contact you about completing the attestation. If you don't complete your attestation, you may be subject to penalties, which may include but are not limited to the delay of claims processing or the denial of claims payment.

Q9. How do I attest to my data using My Practice Profile?

A9. If your practice has access to the upgraded My Practice Profile app, please follow these instructions to complete your attestation:

- Sign in to [UnitedHealthcareOnline.com](#) to access Link.
- Select the *My Practice Profile* app.
- Select *Verify Demographic Info*.
- If the data we have is correct, click *Attest*.
- If the data we have is incorrect, update it using the app and *Submit Changes*, then click *Attest*.

Please see this [quick reference guide](#) for more details about using the app.

Q10. How do I attest to my data if my organization doesn't have the upgraded My Practice Profile app?

A10. My Practice Profile is the preferred way to submit attestations, but we are working with care providers on other ways to submit them because the accuracy of care provider demographic data is so important. If you don't have access to the app, Provider Data Attestation Representatives and Provider Advocates will work with you to review demographic information and complete attestations. In addition, Network Account Managers will collect and submit care provider rosters and attestations for some organizations.

Q11. What is a Provider Data Attestation Representative?

A11. Provider Data Attestation Representatives are UnitedHealthcare staff members who contact care providers, office managers, nurses, billing offices, etc. to assist with collection of demographic data and attestations. They work with practices to increase attestation compliance by helping care providers sign up for an Optum ID and password and use My Practice Profile. They may also submit demographic changes and attestations on the behalf of the care provider.

Q12. How can I update my demographic data if I don't have access to the upgraded My Practice Profile app?

A12. If you don't have access to the app but need to submit demographic updates, you can:

- Sign in to UnitedHealthcareOnline.com and select [Practice/Facility Profile](#) at the top of the UnitedHealthcareOnline.com home page.
- Fax or email us the [Provider Demographic Change Form](#) available at UnitedHealthcareOnline.com > Tools & Resources > Forms.
- Call 877-842-3210 and say "health care professional services", then say "demographic changes."

If you don't yet have access to the app, Provider Data Attestation Representatives and Provider Advocates will also work with your organization to review demographic information and complete attestations.

Q13. Who in my organization is authorized to attest to the accuracy of demographic data using My Practice Profile?

A13. Your organization's Link Password Owner or ID Administrator determines who has access to each Link app. Users who have *Practice/Facility Profile Data Inquiry and Update* rights can view, update and attest to the data in My Practice Profile.

Q14. How can an administrator update or remove a user's access to My Practice Profile?

A14. Users who have *Practice/Facility Profile Data Inquiry and Update* rights can view, update and attest to the data in My Practice Profile. If you're a Link Password Owner or ID Administrator, here's how you can view and make changes to user roles:

- Sign in to UnitedHealthcareOnline.com and then select the User ID and Password Management app on Link.
- To view all available role types, click Roles on the left navigation, select a role from the list and click on View Role. The screen will then display all the transactions included in that role. There are several predefined role types that don't have access to view or update demographic information. If none of these roles fit your users, you can create a custom role.

- To create a custom role, click Roles on the left navigation and then click on Add Role. Check the boxes next to the transactions you wish to include. You can create multiple roles, if needed.
- To review a user's assigned roles, click the Users link on the left navigation and then the Active Users tab for a listing of all your active users within a department, and their role and profile.
- To update a role, click the Users link on the left navigation and then select a user's checkbox. Click on Edit/Approve User and then use the Functional Role drop-down box to select a new predefined or custom role for the user. You can also use the Access Profile drop-down box to control access to tax identification numbers (TINs).

For assistance, please review the [Roles Quick Reference Guide](#) or call the UnitedHealthcare Connectivity Help Desk at 866-842-3278, option 3, 7 a.m. – 9 p.m. Central Time, Monday through Friday.

Q15. What happens if I use a delegate to maintain my data?*

A15. Your delegate can register on UnitedHealthcareOnline.com with their Tax ID number and [request access](#) to your TIN. Your organization's ID Administrator will then receive an email asking them to confirm or deny access. The ID Administrator can add the delegate as a new user and assign them *Practice/Facility Profile Data Inquiry and Update* rights to view, update and attest to their data using My Practice Profile.

Q16. Who do I contact if I have questions?

A16. You can learn more about using the My Practice Profile app at UnitedHealthcareOnline.com > Quick Links > [Link: Learn More](#). My Practice Profile training webinars are offered every other Tuesday – sign up at UnitedHealthcareOnline.com > Quick Links > [Training & Education](#). If you have questions about using My Practice Profile, please call the UnitedHealthcare Connectivity Help Desk at 866-842-3278, option 3.

If you have questions about the attestation requirement, please call Provider Services at 877-842-3210. Thank you.

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