

Provider and Practice Demographic Updates

Changes should be made within 10 business days

What do we mean by the term “practice information”?

Practice information are the pieces of data that are displayed in our provider directory – practice name, address, phone number, email, number of clinicians, specialty and if new patients are being accepted.

Why is it important to keep practice information up to date?

There are two key reasons

- **Member access:** Without accurate information, members won't be able to find you or schedule appointments with you. Keeping your practice information up to date makes the experience much more pleasant and productive for members searching for care.
- **Claim processing and payment:** Missing or outdated information can cause delays in claim processing and payment. Keeping your practice information up to date can help reduce the time it takes to follow up on remittance issues.

How often should you update your practice information?

As soon as you know there has been a change in your practice, but within no more than 10 business days. Missing or outdated information can cause delays in claim processing and payment. For example, if your practice has become extremely busy and you've decided not to take on new clients for a period of time, you should – that same day – update your information with Optum Behavioral Health.

Network providers are obligated by their contract with Optum Behavioral Health to review and attest to the accuracy of demographic data at least every 90 days.

How do I update my practice information?

The easiest – and fastest – way to update information is online using the Provider Express secure portal:

- Go to Providerexpress.com to log-in (upper right corner) with your One Healthcare ID name and password
- Select My Practice Info from the menu at the top of the page, then select the type of information that needs to be updated from the drop-down menu – a *Clinician Information*, *Practice Information*, *Licenses and IDs* and *Directory Attestation*.

Most updates are made in real time in the secure portal. Directory updates are made nightly and will be reflected in your listing the next day. Review the [training guide](#) for assistance. If you're not able to update your information online, you may also call the Provider Service Line at 1-877-614-0484.

What happens if I don't keep my practice information up to date?

If you don't review and attest to your directory data every 90 days, your information may be temporarily suppressed from our provider directory. This means you would not be visible to members searching for care. If your information is suppressed in our provider directory, you may attest at any time to reverse the suppression.

Who do I contact if I have questions?

Call our Provider Service Line at 1-877-614-0484.