

### Changes to Provider Demographic Information

#### Purpose of this communication:

- To remind providers to verify that the demographic information and other information submitted to CareCentrix with their credentialing application remains correct and current and to immediately notify CareCentrix of any changes to such information.

#### What do I need to know?

- Under applicable law, CareCentrix customers are required to produce provider directories that contain current and accurate provider demographic information. For this reason and because changes in demographics may affect receipt of referrals and reimbursements, providers must be diligent in immediately reporting to CareCentrix changes to demographic information or other information submitted in their CareCentrix credentialing application. **Such changes include but are not limited to the following:**
  - Address(es), including the remit to address
  - Telephone number(s) and/or fax number(s)
  - Name of key organizational contact(s)
  - Names(s) of key local operations contact(s)
  - Tax Identification Number
  - Days/hours of operations
  - Service/product capabilities
  - Populations served (adults, children, geriatric)
  - Service area
  - Accreditation status, including revocations
  - New malpractice actions
  - Licensing status

#### What do I need to do?

- Verify that the demographic and other information on file at CareCentrix remains correct and current and notify the CareCentrix Credentialing Department immediately of any change to such information at the following address: [Contract.Department@carecentrix.com](mailto:Contract.Department@carecentrix.com)
- For all other updates/inquiries, please contact your assigned contracting or provider relations contact whose contact information can be found [here](#).

Thank you in advance for your cooperation and continued partnership.