

### Changes to Provider Demographic Information

#### Purpose of this communication:

- To remind providers that they must timely notify CareCentrix of any changes in their demographic information or changes to the information submitted in their CareCentrix credentialing application.

#### 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 timely 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?

- Notify CareCentrix immediately of changes to provider demographic information or other information submitted with the provider application.
- Send written notice immediately but no later than within 7 days of any such change to CareCentrix Credentialing Department at [Contract.Department@carecentrix.com](mailto:Contract.Department@carecentrix.com).
- For more information, please visit our provider portal at [www.carecentrixportal.com](http://www.carecentrixportal.com) or reach out to your dedicated Provider Relations contact or Contracting contact.

Thank you in advance for your cooperation and continued partnership.