

## **110.2 – *Provider Directories***

*(Rev. 121, Issued: 04-22-16, Effective: 04-22-16, Implementation: 04-22-16)*

### ***110.2.1 – General***

*(Rev. 121, Issued: 04-22-16, Effective: 04-22-16, Implementation: 04-22-16)*

*Pursuant to 42 CFR §422.111(b)(3) MAOs must provide the number, mix, and distribution (addresses) of providers from whom enrollees may reasonably be expected to obtain services.*

*If an MAO chooses to develop a non-model provider directory for either hardcopy or online provider directories, the directory must contain all information and follow all instructions within the CMS model provider directory located at:*

*<http://www.cms.gov/Medicare/Health-Plans/ManagedCareMarketing/MarketngModelsStandardDocumentsandEducationalMaterial.html>. This includes the introductory language and disclaimers.*

*MAOs can find complete website and electronic media related requirements at section 100 of the Medicare Marketing Guidelines.*

*MAOs must include information regarding all contracted network providers in directories at the time of enrollment. Directories must include information about the number, mix, and distribution of all network providers. MAOs may have separate directories for each geographic area they serve, (e.g., metropolitan areas, surrounding county areas), provided that all directories together cover the entire service area.*

*MAOs may print a separate directory for each sub-network and disseminate that information to enrollees residing in that particular geographic sub-network. To ensure that enrollees are fully aware of their overall network provider options, plans that furnish their enrollees with directories containing a sub-network of plan providers must also advise enrollees that the complete directory of network providers is available online and that it will be furnished in hard copy upon request in plans that have sub-networks.*

*MAOs also may publish separate primary care physician (PCP) and specialty physician directories provided both directories are available, online and hard copy, to enrollees at the time of enrollment and throughout the contract year.*

*MAOs' MA-PD plans may combine the model provider and model pharmacy directories in one document. The guidance in this section, combined with the specific guidance on pharmacy directories, should be followed when creating a combined provider/pharmacy directory.*

### ***110.2.2 – Provider Directory Updates (Rev. 121, Issued: 04-22-16, Effective: 04-22-16, Implementation: 04-22-16)***

*MAOs are expected to update directory information any time they become aware of changes. All updates to the online provider directories are expected to be completed within 30 days of receiving information. Updates to hardcopy provider directories must be completed within 30 days, however, hardcopy directories that include separate updates via addenda are considered up-to-date.*

*MAOs should 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.*

*MAOs should contact providers using a method that is likely to achieve the highest response rate. It is not sufficient to determine that a group practice is accepting new patients. Outreach does not apply to entities such as hospitals.*

*All providers listed in hard copy or online directories must have current contracts to participate in the MA plan network. Directories provided during the AEP for the upcoming plan year are expected to fairly represent the network for the upcoming plan year.*

*Note: Employer/Union-only Group Waiver Plans (EGWP) may direct enrollees to their employer for information on the available providers. Employer/Union-only Group Waiver Plans (EGWP) must comply with the same requirements that are applicable to all MA and PDP plans regarding the provision of hard copy and online directories.*

### ***110.2.3 – Provider Directory Dissemination and Timing (Rev. 121, Issued: 04-22-16, Effective: 04-22-16, Implementation: 04-22-16)***

*MAOs must make the provider directory available to all enrollees at the time of enrollment, and at least annually thereafter by September 30.*

*MAOs have some flexibility in how they provide access to their provider directories. MAOs must send all enrollees either the provider directory in hard copy, or a distinct and separate notice (in hard copy) describing where enrollees can find the provider directories online and how enrollees can request a hard copy. This notice must be a stand-alone document (i.e., not bound with other materials) and may be included in the same mailing envelope as the Annual Notice of Change/Evidence of Coverage (ANOC/EOC).*

*To take advantage of this flexibility under §422.11 to provide a notice of on-line availability instead of providing a hard copy, an MAO must include in the notice the following to ensure that enrollees may access a hard copy:*

- *If the MAO will not allow requests for a hard copy by email: “If you need help finding a network provider, please call [customer service phone #] or visit [URL] to access our online [searchable, if applicable] directory. If you would like a provider directory mailed to you, you may call the number above, or request one at the website link provided above.”;*
- *If the MAO will allow requests for a hard copy by email: “If you need help finding a network provider, please call [customer service phone #] or visit [URL] to access our online [searchable, if applicable] directory. If you would like a provider directory mailed to you, you may call the number above, request one at the website link provided above, or email [MAO email address].”*

#### ***110.2.4 – Online Provider Directory Requirements***

***(Rev. 121, Issued: 04-22-16, Effective: 04-22-16, Implementation: 04-22-16)***

*MAOs must post a provider directory for all products offered by service areas or by general geographic area. The provision of accurate provider information and ensuring adequate access to covered services are essential protections for enrollees. Accurate provider directories are critical to helping enrollees make educated decisions about their MA plan choices.*

*The following formats for the online provider directory are acceptable:*

- A searchable “master” provider directory that represents the complete network for the MAO;*
- Individual provider directories by plan product and/or service area (e.g., mirroring those that will be printed for the MAO membership); and*
- A search engine. If an MAO uses only a search engine on its website, it must meet all the requirements for the model Directory.*

*MAOs must also provide the option on their websites for users to request a hard copy provider directory, as applicable. MAOs are expected to mail the requested hard copy directory within three (3) business days of the request.*

#### ***110.2.5 – Provider Directory Disclaimers***

***(Rev. 121, Issued: 04-22-16, Effective: 04-22-16, Implementation: 04-22-16)***

*The following is expected to be included in hardcopy and online provider directories if a directory is for a subset of a service area, Plans must advise members that: “This directory is for <geographic area>.”*

#### ***110.2.6 – Provider Directory Submissions to CMS***

***(Rev. 121, Issued: 04-22-16, Effective: 04-22-16, Implementation: 04-22-16)***

*MAOs must submit their hardcopy directories to CMS on a yearly basis. All hardcopy directories must be uploaded into HPMS as a non-marketing material under the XXX submission code. All hardcopy directories must be uploaded prior to making the directory available by September 30.*

*Note that updates and/or addenda pages are not to be uploaded. Because provider directories are considered non-marketing, MAOs should not include a status after the material ID. To distinguish the provider directories as non-marketing, the following material ID should be used: MAO’s contract number, followed by an underscore, followed by a series of alpha numeric characters chosen at the discretion of the MAO, followed by an underscore, followed by the letters “NM” (for example, H1234\_ABC123\_NM).*

