



# PROVIDER ALERT

---

---

Alert # 1-2003-01-27 WBH AYAB

## **Provider Obligations to Report Changes**

This alert is to clarify the responsibility of our network providers to report any changes within the scope of their services to Community Care.

Community Care contracts with providers based on specific information that has been submitted on their network application and/or recredentialing application. Provider demographics submitted on these documents undergo a thorough network approval and credentialing process. Although providers may offer a full continuum of services at multiple locations, Community Care bases network determinations on the ability to meet geographical access standards for our enrolled members. Due to this network management process, Community Care may elect to only contract with providers for specific services or service locations that are needed for us to meet those access standards. During the contract process with Community Care, providers were informed of the specific services and locations that were approved for network participation.

In Exhibit A of the Unified Provider Agreement (contract), Section G. Practitioner Warranties clearly outlines the provider's obligations on reporting any changes to their scope of services. Outlined within this section includes, but is not limited to, notification of any change in the business address and/or telephone number and any material change in the information provided to Community Care in their network application.

*Providers are required to report all changes on contracted locations and/or services to Community Care. In addition, all requests for inclusion of additional services or service locations must be reviewed and pre-approved by Community Care. Any non-contracted services or services provided at locations outside of your executed Community Care contract may result in denial of claims payment.*

If you have any questions or need to review your current contract status with Community Care, please contact the Network Management Department at 1-888-251-2224. Thank you.