



# PROVIDER ALERT

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Alert # 15 – 2004 – 10 – 27 – WBH, UPMC for *Life*, HCAL, HCCH, HCYA, HCBerks

## Providers Required To Notify Community Care of Changes

As per the terms of your provider agreement with Community Care you are required to notify Community Care of any changes to the services you provide under the terms of the agreement (see attestation in the provider credentialing application and the provider manual references) and of any changes in your demographic information.

Your Provider Relations Representative can help you determine if the change requires a new license or PROMISE enrollment (for HealthChoices providers) and whether the change requires approval by Community Care **before your organization/practice will be permitted to see our members**. By properly notifying Community Care you may avoid claims problems and contract difficulties.

Reportable changes include, but are not limited to the following:

- Adding new service location(s)
- Changing an existing service location(s)
- Adding a new service type
- Increasing or decreasing capacity of current services
- Changing a tax identification number

For HealthChoices providers, Community Care has an internal process to notify the appropriate County of the changes you plan to make. Please be certain to give us as much advance notice as possible.

If you have any questions regarding this process, please call your Provider Relations Representative at 1-888-251-2224, Option 1.