

# Are your patients getting correct directory information?

Use our best practices checklist below to help ensure you are making accurate directory information available.

In my CAQH ProView® profile:

- I list all practice locations where patients can make an appointment.
- I specify whether I am accepting new patients at each location and with each insurer.
- I provide the office phone number a patient can use to make an appointment.
- I correctly enter suite numbers whenever applicable.
- I include the practice hours of each location.
- I review and accurately respond to any health plan-specific questions.
- I identify and archive old practice locations.
- I appropriately classify the practice locations where patients cannot make an appointment – e.g., those where I cover or fill in for colleagues; read tests, etc.
- I **update** *and* **attest** to my directory information any time there is a change, and review my information at least every 120 days.
- I ask all my network health plans to access CAQH ProView for my up-to-date directory information.

## Unchecked boxes?

Address these areas to help improve patient satisfaction.

Learn more about using CAQH ProView to manage your directory updates.

Visit our website: [www.caqhproviderdirectory.org](http://www.caqhproviderdirectory.org)