

Second Quarter CAA Directory Validation

Details:

- Will be released on or around April 4, 2026, by email
- Email is sent from noreply@onbaseonline.com
 - If you receive more than one email, please make sure you respond to all emails received. Some providers have multiple providers files; therefore, multiple verification must occur.
- Directory validation(s) MUST be completed by Tuesday, May 5, 2026
- NOTE: If your practice was removed from the network directly due to non-response of the first quarter validation, this is your opportunity to be added back into the network directory.

Consequences of not completing Directory Validation by Tuesday, May 5, 2026:

- Removal from the provider directory, which means our members, other Blue Plan members as well as other providers will not recognize your network status.
 - Other Blue Plans use the directory to render network decisions on prior authorizations (PA). If your practice is not in the directory, your PA request is treated as out-of-network and
- Possible contract termination or
- Denial of claims (see below CAA Claim Denial Reminder below).

Information on CAA Directory Validation:

CAA Directory Validation and instructions to complete the process are located on the Enrollment and Credentialing area of our website: <https://www.bluecrossvt.org/providers/enrollment-and-credentialing>. Scroll to the bottom until you see “CAA Directory Validation.”

If you have questions, please call (888) 449-0443 option 2 or email CAA@bcbsvt.com.

CAA CLAIM DENIAL REMINDER:

Starting in the second quarter of 2026, providers/practices not validating their CAA Directory Validation within the specified timeframe (as defined in the CAA Directory Validation email) **will have all claims under the non-confirmed NPI number denied**. Further details will be forthcoming.

The best way to avoid claim denials and removal from our on-line Provider Directory is to complete the CAA Directory Validation timely.

CAA Directory Validation must be completed quarterly (January, April, July and October). Each billing NPI will receive a directory validation email that must be completed.