

BLUE CROSS VT CAA DIRECTORY VALIDATION

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Version 5

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WHY CAA DIRECTORY VALIDATION?

- Maintaining accurate provider information is critically important to ensuring our provider directories are up to date and our members can access care with ease.
- Other providers, including out of State providers use the directory to refer members for specialty care.
- The Consolidated Appropriations Act (CAA) mandates this verification process, and we also must perform this verification to maintain National Committee for Quality Assurance accreditation.

DETAILS ABOUT THE DIRECTORY VALIDATION

- They are sent by email quarterly: January, April, July and October
- Address email is sent from: noreply@onbaseonline.com
- Subject Line: BlueCrossBlueShield of VT Directory Validation

Example:

From: noreply@onbaseonline.com <noreply@onbaseonline.com>
Sent: DATE
To: Email address provider has on file with Blue Cross VT
Subject: BlueCrossBlueShield of VT Directory Validation

Notes:

- Each billing NPI will receive a directory validation email
 - Directory validations are not sent to individual providers, unless they are solo/private practitioners
- The directory validation is sent to the current email address on file identified as your enrollment and credentialing email contact

WHAT NEEDS TO BE DONE

- The email contains a link unique to a specific billing NPI number, you need to click on the link
 - Google Chrome works the best
- Each affiliated provider with the billing NPI will be listed. Review each affiliated provider and details and click the appropriate box(es) for changes. If no changes, make sure to click “No Changes”

If you need to make a change, please check off the appropriate box

Provider Name* Practice Name* Provider Address* Provider Phone* Digital Contact* Accepting Patients* Hospital Affiliation* Taxonomy*
 Provider Specialty* Provider Terminated* All* No Changes*

NOTE: Some changes will require additional documentation

WHAT NEEDS TO BE DONE CONT'D

- Lastly, you must check the box with the red asterisk and click the Save/Submit button:

By checking the box below, I certify that I am an authorized agent of the practice listed above and that the above information is complete and accurate, and I agree.

 *

Save/Submit

Reminders:

- Only providers marketed in the on-line provider directory will show on the report - <https://www.bluecrossvt.org/find-doctor>
- All practice types (groups and solo practitioners) must validate information

YOU ARE SET!

Once you click the save/submit button you will receive a message:

“Thank you for your response. Once you close out the browser window your submission is finalized. This is your proof of submission, which you can print and store with your records. No follow up is necessary. If there are any issues, we will outreach to you directly.”

Close out your browser window and you are set!

TIMEFRAMES

- If information has not been validated by the 90 day point the following actions maybe taken
 - Practice and affiliated providers remove from on-line provider directory for a time period
 - Note: Will not impact claim processing
 - Could result in termination of contract
- If you identify incorrect information and update in the link the changes will show approximately 5 business days unless additional paperwork is required to make the change.

DIDN'T RECEIVE THE EMAIL?

- Check your “junk” or “spam” email files
- Proactive: You can add noreply@onbaseonline.com as a “friend” or “allowed” email address

If you are still not able to locate, contact your provider relations consultant – if you are not sure who that is email providerrelations@bcbsvt.com or call (888) 449-0443 option 1.

WHO TO CONTACT

- If you have questions about the process or have technical difficulties
 - Provider Relations Consultant – providerrelations@bcbsvt.com or (888) 449-0443 option 1
- If you have questions about the details related to the provider link
 - Provider Files – providerfiles@bcbsvt.com or (888) 449-0443 option 2