

# Care Provider Demographic Data Attestation

## Frequently Asked Questions

### Overview

To provide our members with up-to-date information and help meet the Centers for Medicare & Medicaid Services (CMS) guidelines for quarterly contact with contracted providers, all care providers who are contracted with UnitedHealthcare need to attest to the accuracy of their demographic information each quarter. This requirement is outlined in the UnitedHealthcare Care Provider Administrative Guide (Chapter 2 – Demographic Changes).

The easiest way to do this is with the My Practice Profile tool on Link.

### Frequently Asked Questions

#### Why should I use My Practice Profile?

The My Practice Profile tool on Link is the easiest way to update the care provider and practice information UnitedHealthcare has for your organization. The accuracy of the demographic data we have on file for you is critical for:

- Connecting you with members searching for care
- Supporting claims accuracy and timely reimbursement
- Meeting the CMS guidelines for quarterly contact with contracted providers

The changes you make in My Practice Profile will update the data we have for you throughout our systems. And, we can process the changes you request through the tool faster than when you fax, email or call in changes. The tool also allows you to complete your required quarterly attestation.

#### How often do I need to attest to the accuracy of my demographic data?

Your organization must attest to the accuracy of its data every 120 days.

#### Why do I need to attest to the accuracy of my organization's demographic data?

We implemented the quarterly data attestation requirement because the accuracy of care provider data is so important. We use the information you submit to update our care provider directories, so accurate data helps connect you with members searching for care in their area. It also supports claims accuracy and timely reimbursement. And, verifying your care provider data helps meet the CMS guidelines for quarterly contact with contracted providers.

### Key Points

Use the My Practice Profile tool on Link to review and update your demographic data and attest to its accuracy.

The demographic data we have on file for you is critical to connect you with members searching for care while also supporting claims accuracy and timely reimbursement.

Contracted care providers must attest to the accuracy of their demographic data each quarter.

## Is the attestation a CMS requirement?

CMS requires UnitedHealthcare and other Medicare Advantage organizations to “contact their network/contracted providers on a quarterly basis to update the following information in provider directories: ability to accept new patients; street address; phone number; and any other changes that affect availability to patients.” Please refer to Chapter 2: Provider Responsibilities and Standards in the current [Administrative Guide](#) for more information.

CMS allows Medicare Advantage organizations some flexibility to determine how to complete this quarterly task in a way that will help achieve the highest response rate. UnitedHealthcare implemented the quarterly attestation requirement to meet the CMS guidelines for quarterly contact with contracted providers. All care providers who are contracted with UnitedHealthcare are required to attest to the accuracy of their demographic information each quarter.

## When is my first attestation due?

Once you have access to the My Practice Profile tool, it's recommended you log in, review your data and complete your first attestation. A notice is sent to your organization's Link Password Owner once My Practice Profile is deployed. Attestation is required every 120 days after that.

## How will I know when it's time to attest?

A reminder email will be sent to the last attester who completed the My Practice Profile attestation.

## Who in my organization is authorized to attest to the accuracy of demographic data using My Practice Profile?

Your organization's Link Password Owner or ID Administrator determines who has access to each Link tool. Users who have Practice/Facility Profile Data Inquiry and Update rights can view, update and attest to the data in My Practice Profile.

## How do I update and attest to my data using My Practice Profile?

If you're an authorized user, follow these steps:

- Sign in to Link by clicking on the Link button in the top right corner of UHCprovider.com.
- Select the My Practice Profile tile on your Link dashboard.
- Select Corporate name, tax ID number and click Go
- If the data we have is correct, click Attest.
- If the data we have is incorrect:
  - Update your data, and then select Save Changes.
  - Review your changes by selecting Submit Changes, then click Attest.

Please see the [quick reference guide](#) for more information.

## Can hospitals and facilities use My Practice Profile?

Hospitals and facilities will display in My Practice Profile with no update capabilities. We're working to make update capabilities available to hospitals and other facilities in the future.

## How soon will I see my demographic changes in the tool?

Demographic and address transactions may take up to 10 business days. You can check the status the next business day.

## What do the D and F in the padlock mean?

The D indicates that the provider is delegated. Delegated provider demographic information should be maintained by the delegated entity owner. Please refer to Chapter 2: Provider Responsibilities and Standards in the [Administrative Guide](#) for more information about delegation. The F indicates a Facility/Ancillary organization. If you would like to update data for this organization, please use the UnitedHealthcare Facility/Practice Profile tool on Link.

## What happens if I use a third party to maintain my data?

The Third Party can register on UHCprovider.com with their tax ID number (TIN) and request access to your TIN. Your organization's ID Administrator will then receive an email asking them to confirm or deny access. The ID Administrator can add the individual as a new user and assign them Practice/Facility Profile Data Inquiry and Update rights to view, update and attest to their data using My Practice Profile.

## How can I update my demographic data if I don't have access to My Practice Profile?

My Practice Profile requires you to have an Optum ID. You can register for an Optum ID by going to [UHCprovider.com/newuser](https://UHCprovider.com/newuser). Or, if you already have an Optum ID, contact the UnitedHealthcare Connectivity Help Desk at 866-842-3278, option 1, from 7 a.m. to 9 p.m. Central Time, Monday through Friday to request access.

If your demographic information isn't appearing for your practice, you can:

- Fax or email us the [Care Provider Paper Demographic Information Update Form](#).
- Call 877-842-3210 and say "health care professional services", then "demographic changes."

## What happens if I don't attest to the accuracy of my organization's data on time?

If you don't attest to the accuracy of your data each quarter you'll be sent additional reminders. Your Provider Advocate or Provider Data Attestation Representative may also contact you about completing the attestation. If you don't complete the attestation you may be subject to penalties including but not limited to delayed claims processing or claim denial.

## How can an administrator update or remove a user's access to My Practice Profile?

Users who have Practice/Facility Profile Data Inquiry and Update rights can view, update and attest to the data in My Practice Profile. You can find more information in the [Link Security – How to Manage Users Quick Reference Guide](#). If you need help, call the UnitedHealthcare Connectivity Help Desk at 866-842-3278, option 1, from 7 a.m. to 9 p.m. Central Time, Monday through Friday.

## How can I learn more about using My Practice Profile?

Join us for a live, instructor-led webinar. Sign up at [UHCprovider.com/training](https://UHCprovider.com/training) > My Practice Profile Training > Register Now for My Practice Profile Training. You can also view videos and other resources at [UHCprovider.com/mpp](https://UHCprovider.com/mpp).

## Who do I contact if I have questions?

If you have questions about using My Practice Profile, please call the UnitedHealthcare Connectivity Help Desk at 866-842-3278, option 1, from 7 a.m. to 9 p.m. Central Time, Monday through Friday. If you have questions about the attestation requirement, please call Provider Services at 877-842-3210.

Delegated providers who submit **UnitedHealthcare Community Plan of Michigan** demographic updates through a separate process should not use My Practice Profile to update demographic information. Instead, please continue to submit those updates using your existing process.

For **care providers in California**: Information about SB137 is available in the Notification of Practice or Demographic Changes on page 12 of the [2019 UnitedHealthcare Care Provider Administrative Guide](#).

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