

# UPDATING YOUR INFORMATION ON OUR PROVIDER DIRECTORIES

*The process for a new provider takes 60-90 days. The process for a change in status takes 45-60 days.*

## FAQ by Auditors to Verify Our Provider Directories

- Does the provider see patients at this location?
- Does the provider accept \_\_\_\_\_ (healthcare plan) at this location?
- Does the provider accept/not accept new patients who have \_\_\_\_\_ (healthcare plans)?
- Is the provider a \_\_\_\_\_ (specialty type)?
- Is the address correct?
- Is the telephone number correct?
- Is the provider's name correct?
- Is the practice name correct?

Please keep this important information in mind if you are expecting or experiencing changes with your provider(s) or practice(s).

## Contact Information

### Networks, Credentialing & Contracting

330-363-1400

Fax: 330-363-6421

credentialing@aultcare.com

### CAQH

888-599-1771

caqh.updhelp@acsgs.com

Please keep your CAQH updated to expedite the credentialing process and alleviate disruption to your staff.

CAQH is used for credentialing purposes only.

**Please remember you must fill out a provider information form for the following:**

- ✓ New provider
- ✓ New location
- ✓ Provider retirement
- ✓ Leave of absence
- ✓ Location closing
- ✓ Practice name change
- ✓ Practice location change
- ✓ Practice affiliation change
- ✓ Tax ID number change
- ✓ Billing information change

The provider information form can be found at [www.aultcare.com](http://www.aultcare.com)

 **AULTCARE**

**AULTCARE'S**  
 **PRIMETIME**  
HEALTH PLAN

If you are offered Medicaid contracts, please note we currently lease our Medicaid Network to Paramount.

PrimeTime Health Plan is a Medicare Advantage Plan (also known as Part C or MA Plan) which has been approved by Medicare.