



Provider NewsFlash

January 2015

Importance of Providing Correct Ordering Physician Information

Purpose of this communication

To remind you about the importance of providing current and correct ordering physician information with each authorization request.

Important HIPAA Compliance Reminder

Please provide current and correct ordering physician information with each request.

As a provider, you are a “covered entity” under HIPAA and are required to comply with HIPAA. This includes providing the current and correct ordering physician name and address with each authorization request so that authorization letters and other communications relating to your patients are directed to the patient’s correct and current ordering physician. When you fail to provide the correct information, authorization letters and other communications are misdirected which can cause an unauthorized disclosure of protected health information.

Verify the current and correct ordering physician information with each request.

Ordering physicians can change or can change their address. Therefore, you must verify the current and correct ordering physician name, address and NPI number with each authorization and reauthorization request, even if it was verified on a previous request. To assist in providing the correct ordering physician information, our portal displays a list of physicians with associated addresses to select from based on information provided to us from our health plan customers and/or CMS. For reauthorizations, the portal displays the referring physician information submitted with your prior request. Remember that the information displayed may not be current in all instances. It is your responsibility to verify the current and correct ordering physician name and address with each request. After verification, select the correct ordering physician name and address from the displayed list or, if the list does not include your ordering physician information or if the physician name is displayed with a different address, choose ADD PHYSICIAN and insert the correct ordering physician information.



For reauthorization requests for patients with physician orders that are unlimited as to time, verify the current referring physician information and physician orders.

For patients that have physician orders that are unlimited as to time (for example, some oxygen patients), with each reauthorization request, you are required to ensure that there are current physician orders to support the request and to verify and provide current and correct ordering physician information. If you are unsure of the referring physician information, contact the referring physician office to obtain that information and/or the patient. If a patient has changed physicians, orders from the new physician must be obtained.

Appropriate action will be taken against providers that repeatedly provide incorrect ordering physician information, which may include, but is not limited to, being placed on a corrective action plan and termination from the network.

If you have any questions, please contact Provider Operations.