



An Independent Licensee of the
Blue Cross and Blue Shield Association

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New Vendor May Be Contacting You for Directory Verification

We're working with [BetterDoctor](#) to ensure the information in our provider directories is as accurate as possible. BetterDoctor may be reaching out to your practice once a quarter by fax, mail, email and/or telephone to request a review.

Under the Centers for Medicare & Medicaid Services regulations, health plans are required to reach out to providers each quarter to ensure certain information in their provider directories is accurate. Providers can receive requests from several health plans – each with its own process for verification. BetterDoctor eases the administrative burden by centralizing the collection of provider data and sharing it with multiple health carriers.

The data requested is for use within our provider directories that members use to find care (specialty, address, phone numbers and panel statuses). Some common changes you may need to make include:

- Practitioners no longer at the office
- Practitioners not accepting new patients
- Phone or fax number is incorrect or disconnected

Here's What We Need from You

The quarterly outreach process will be highlighted within the initial BetterDoctor communication. If you do not receive communication from BetterDoctor, please continue using your current processes (Availity^{®1} provider self-service, response to direct mailers, etc.) to verify the requested information each quarter. You may still continue using your current process in addition to BetterDoctor.

For information on Florida Blue's collaboration with BetterDoctor, call 800-727-2227, select Contract Inquiries.

¹Availity, LLC is a multi-payer joint venture company. For more information or to register, visit Availity's website at availity.com.