Physician Service Locations Now Limited to Four in Online Directory

To align with federal guidelines and simplify online provider searches for members, we’re limiting the number of service locations a physician can display to four.

Reasons for the Limit
The Centers for Medicare & Medicaid Services (CMS) requires all physicians to list the location(s) where they regularly see patients – not where patients are seen occasionally.

Members searching for physicians’ online can get confused when many locations are listed. This is especially true if a physician no longer practices at a listed location or only sees patients there occasionally.

Change in Online Provider Directory
The Provider Self-Service tool in Availity now limits the number of service locations for a physician to four. Availity.com displays a message on the location selection page (see the image below) explaining that the “Practitioner sees patients on a regular basis (not on occasion).” Another explains the practitioner “is not a substitute or on-call” physician. There are also directions on how to add more locations for those who meet all criteria.

If you have any questions about this update, please call the Network Management Service Unit at 800-727-2227.

1Availity, LLC is a multi-payer joint venture company. For more information, visit availability.com.
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