



Provider NewsFlash

June 2013

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 and to introduce new provider portal functionality relating to ordering physician information

Important Reminder

- 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.
- Remember that 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 you 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. However, please note that the information provided to us may not be current in all instances. Therefore, it is your responsibility to verify the current and correct ordering physician name 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.



- Please note that, for reauthorization requests, the portal will display the ordering physician information provided with your prior authorization request. Ordering physicians and ordering physician addresses can change. It is your responsibility to ensure that you verify and provide the current and correct ordering physician name and address with each reauthorization request.
- 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.
- To remind you of your obligation to verify the correct and current ordering physician, prior to submitting each authorization request, our portal now requires you to certify that you have verified the accuracy of the ordering physician information.
- 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 Network Management.