

# My Practice Profile

## How to update your provider demographic data

### Overview

To provide our members with up-to-date information and help meet the Centers for Medicare & Medicaid Services (CMS) guidelines for quarterly contact with contracted providers. All care providers who are contracted with UnitedHealthcare need to attest to the accuracy of their demographic information each quarter. This requirement is outlined in the UnitedHealthcare Care Provider Administrative Guide (Chapter 2 – Demographic Changes).

The easiest way to do this is with the My Practice Profile tool on the UnitedHealthcare Provider Portal.

### Frequently asked questions

#### Why should I use My Practice Profile?

The My Practice Profile tool on the portal is the easiest way to update the care provider and practice information UnitedHealthcare has for your organization. The accuracy of the demographic data we have on file for you is critical for:

- Connecting you with members searching for care
- Supporting claims accuracy and timely reimbursement
- Meeting the CMS guidelines for quarterly contact with contracted providers

The changes you make in My Practice Profile will update the data we have for you throughout our systems. And, we can process the changes you request through the tool faster than when you fax, email or call in changes. The tool also allows you to complete your required quarterly attestation.

#### How often do I need to attest to the accuracy of my demographic data?

Your organization must attest to the accuracy of its data every 120 days.

### Key points

- Use the My Practice Profile tool on the UnitedHealthcare Provider Portal to review and update your demographic data and attest to its accuracy
- The demographic data we have on file for you is critical to connect you with members searching for care, and also helps support claims accuracy and timely reimbursement
- Contracted care providers must attest to the accuracy of their demographic data each quarter

## Why do I need to attest to the accuracy of my organization's demographic data?

We implemented the quarterly data attestation requirement because the accuracy of care provider data is so important. We use the information you submit to update our care provider directories, so accurate data helps connect you with members searching for care in their area. It also supports claims accuracy and timely reimbursement. And, verifying your care provider data helps meet the CMS guidelines for quarterly contact with contracted providers.

## Is the attestation a CMS requirement?

CMS requires UnitedHealthcare and other Medicare Advantage organizations to “contact their network/contracted providers on a quarterly basis to update the following information in provider directories: ability to accept new patients; street address; phone number; and any other changes that affect availability to patients.” Please refer to Chapter 2: Provider Responsibilities and Standards in the current **Administrative Guide** for more information.

CMS allows Medicare Advantage organizations some flexibility to determine how to complete this quarterly task in a way that will help achieve the highest response rate. UnitedHealthcare implemented the quarterly attestation requirement to meet the CMS guidelines for quarterly contact with contracted providers. All care providers who are contracted with UnitedHealthcare are required to attest to the accuracy of their demographic information each quarter.

## When is my first attestation due?

Once you have access to the My Practice Profile tool, it's recommended you log in, review your data and complete your first attestation. A notice is sent to your organization's Password Owner once My Practice Profile is deployed. Attestation is required every 120 days after that.

## How will I know when it's time to attest?

A reminder email will be sent to the last attester who completed the My Practice Profile attestation.

## Who in my organization is authorized to attest to the accuracy of demographic data using My Practice Profile?

Your organization's Password Owner or ID Administrator determines who has access to each portal tool. Users who have Practice/Facility Profile Data Inquiry and Update rights can view, update and attest to the data in My Practice Profile.

## How do I update and attest to my data using My Practice Profile?

If you're an authorized user, follow these steps:

My Practice Profile:

- a. Go to **UHCprovider.com** and click Sign In in the top right corner to access the UnitedHealthcare Provider Portal
- b. Sign in to the One Healthcare ID page using your existing ID and password
- c. On your dashboard, go to Practice Management and open My Practice Profile
- d. Review the updates and click next
- e. Click attest to confirm the update was accurate

Please see the **quick reference guide** for more information.

## Can hospitals and facilities use My Practice Profile?

Hospitals and facilities will display in My Practice Profile with no update capabilities. We're working to make update capabilities available to hospitals and other facilities in the future.

## How soon will I see my demographic changes in the tool?

Demographic and address transactions may take up to 10 business days. You can check the status the next business day.

## What do the D and F in the padlock mean?

The D indicates that the provider is delegated. Delegated provider demographic information should be maintained by the delegated entity owner. Please refer to Chapter 2: Provider Responsibilities and Standards in the current **Administrative Guide** for more information about delegation. The F indicates a Facility/Ancillary organization. If you would like to update data for this organization, please use the UnitedHealthcare Facility/Practice Profile tool on the portal.

## What happens if I use a third party to maintain my data?

The third party can register on **UHCprovider.com** with their tax ID number (TIN) and request access to your TIN. Your organization's ID Administrator will then receive an email asking them to confirm or deny access. The ID Administrator can add the individual as a new user and assign them Practice/Facility Profile Data Inquiry and Update rights to view, update and attest to their data using My Practice Profile.

## How can I update my demographic data if I don't have access to My Practice Profile?

My Practice Profile requires you to have a One Healthcare ID, you will register for a One Healthcare ID by going to **UHCprovider.com/newuser**.

Or, if you already have a One Healthcare ID contact the UnitedHealthcare Connectivity Help Desk at 866-842-3278, option 1, from 7 a.m. to 9 p.m. CT, Monday through Friday to request access.

If your demographic information isn't appearing for your practice, you can:

- Fax or email us the **Care Provider Paper Demographic Information Update** form
- Call **877-842-3210** and say, "health care professional services," then "demographic changes"

## What happens if I don't attest to the accuracy of my organization's data on time?

If you don't attest to the accuracy of your data each quarter, you'll be sent additional reminders. Your Provider Advocate or Provider Data Attestation Representative may also contact you about completing the attestation. If you don't complete the attestation, you may be subject to penalties including, but not limited to, delayed claims processing or claim denial.

## How can an administrator update or remove a user's access to My Practice Profile?

Users who have Practice/Facility Profile Data Inquiry and Update rights can view, update and attest to the data in My Practice Profile. You can find more information in the **Link Security – How to Manage Users Quick Reference Guide**. If you need help, call the UnitedHealthcare Connectivity Help Desk at 866-842-3278, option 1, from 7 a.m. to 9 p.m. CT, Monday through Friday.

## How can I learn more about using My Practice Profile?

Join us for a live, instructor-led webinar. Sign up at [UHCprovider.com/training](https://UHCprovider.com/training) > My Practice Profile Training > Register Now for My Practice Profile Training. You can also view videos and other resources at [UHCprovider.com/mpp](https://UHCprovider.com/mpp).

## Who do I contact if I have questions?

If you have questions about using My Practice Profile, please call the UnitedHealthcare Connectivity Help Desk at 866-842-3278, option 1, from 7 a.m. to 9 p.m. CT, Monday through Friday. If you have questions about the attestation requirement, please call Provider Services at **877-842-3210**.