Why it's important to update your practice information as soon as you can when changes to your practice occur --- Frequently Asked Questions ---

1) **What do we mean by "Practice Information"?**
   Practice information is comprised of those pieces of data that show up in our provider directory, such as practice name, address, phone number, email, number of clinicians, specialty and if new patients are being accepted.

2) **How soon should you update your practice information?**
   As soon as you know there has been a change in your practice. For example, if your practice has become extremely busy and you've decided not to take on new clients for a period of time, you should---that same day---login into Provider Express, navigate to the *My Practice Info* function and click on the No radio button located under the *Practice Information* tab within *My Practice Info*.

3) **What is the best and most efficient method for updating practice information?**
   Without question, the fastest, easiest, and most efficient way to keep your practice information up to date and current is through the Provider Express *My Practice Info* function within the Secure Transactions area of Provider Express. In the *My Practice Info* function you can make updates in real time with just one or two clicks. *My Practice Info* is broken out into four distinct sections: *Clinician Information*, *Practice Information*, *Licenses and IDs* and *Directory Attestation*. More importantly, *My Practice Info* leads you through the updating process of each section, virtually ensuring that important information isn't omitted. Information that may be omitted, which can happen when attempting to update your practice information through other means, is often the cause of remittance delays and cash flow issues.

4) **Are there benefits to keeping your practice information current and up to date?**
   Yes. Practice information that is omitted or incorrect in our provider directory, which can happen when attempting to update your practice information through other means, is frequently the cause of remittance delays and cash flow issues. Keeping your practice information current can help reduce the time it takes to follow up on remittance issues. Additionally, accurate directory information makes the experience much more pleasant and productive for members searching for care. Without accurate information, members won't be able to find you or schedule with you.

5) **What are the options for providers that have been suppressed from our provider directory?**
   Optum is obligated to provide members with accurate provider directory information, and providers, either directly or through their designated contact, are required to notify Optum about any inaccurate information in the provider directories so that timely and appropriate corrections may be made. This requirement is documented in the Network Manual, which is an extension of the Provider Agreement. If you don't routinely view and attest to your directory data, your information may be temporarily suppressed from our provider directory, meaning your information may not be fully accessible to members searching for care. This makes it vitally important for you to login to Provider Express, update and validate your directory information when there is a change of any kind in your practice. If your information is suppressed in our provider directory, you may attest at any time to reverse the suppression.

6) **Who do I contact if I have questions?**
   For more information, please email us at UpdateMyInfo@optum.com or call our Provider Service Line at 1-877-614-0484.

BH3536_11/2021