Important reminder — provider profile updates

UniCare Health Plan of West Virginia, Inc. (UniCare) has a new Provider Profile Update Form. It is the responsibility of each network provider to keep UniCare informed of changes within your practice. UniCare requires all providers, including hospitals, to send any administrative change request so that the information in our system is correct. This includes but is not limited to changes in your practice or facility name, address, fax and email information, Tax Identification Number, new providers, and providers no longer with your practice or facility.

What action do I need to take?
Please share this notice with other members of your practice and office staff.

Do I need to notify UniCare of changes within my practice?
The Provider Profile Update Form can be found on the Provider Resources page of our website. All profile updates should be forwarded via email or fax:
- Email the completed form to ssbdatamanagementservices@anthem.com.
- Fax the completed form to 1-877-608-6752.

The Provider Profile Update Form can be found using the following instructions:
2. Under OTHER UNICARE WEBSITES, select Providers.
3. In the resulting page, under Resources for:, select State Sponsored Plan providers.
4. Choose West Virginia – Medicaid Managed Care in the main column.
5. The Provider Resources page will load. Find the Forms and Tools section.
6. Select the link titled Forms Library.
7. In the resulting page, under General Forms:, select Provider Profile Update Form.

What is the impact?
If the UniCare provider profiles do not contain the most current information regarding your practice/group, physicians/practitioners and/or demographics, denied claims may result.

What if I need assistance?
If you have questions about this communication, received it in error or need assistance with any other item, please contact your Provider Relations representative or our Customer Care Center at 1-800-782-0095.