

Pathways Providers are contractually responsible for notifying Health Share of changes to their staff, addresses, and billing data. Processes for submitting provider rosters, adding a removing practitioners, adding or changing address, and changing provider billing data are outlined herein.

Requirements for All Contracted Providers

Submitting Address Changes

Providers shall notify Health Share of **any change** to a Provider's office location(s) or administrative address at least **30 calendar days** in advance of the effective date.

Changes to current office locations, or additions of a new office location, shall be reported using the [Pathways Provider Address Addition Form](#) or [Pathways Provider Address Relocation Form](#). If a Provider is closing an office and it is not being relocated, Providers shall complete the [Pathways Provider Address Closure Form](#).

Changes to any administrative addresses (i.e., billing, mailing, credentialing), shall be reported using the [Pathways Provider Administrative Address Update Form](#).

All forms are available on the [Health Share website](#).

Completed form(s) and supporting documents should be sent to providers@healthshareoregon.org at least **30 calendar days** prior to your address change or addition.

Failure to submit notice at least 30 days in advance of a change may result in inaccurate data in the Provider Directory.

Submitting Changes to Provider Billing Data

Health Share must be notified at least **45 calendar days** prior to any changes to a Provider's billing data, including Tax Identification Number (TIN), Organizational National Provider Identification (NPI) number, and/or Organizational Name.

Failure to submit notice at least 45 days in advance of a change may result in claims or authorization processing errors.

To notify Health Share of a change to your billing data, please complete and submit the Pathways Provider Billing Data Change Form available on our website, along with your updated W9 (if necessary) to providers@healthshareoregon.org.

Requirements for Organizationally Contracted Providers

Submitting Provider Rosters

In order to ensure network accuracy, **organizationally contracted Providers** must regularly submit a full practitioner rosters to Health Share.

Providers must use Appendix H1: Organizational Roster Information to submit practitioner information to Health Share in Excel format. Documents received in any other format will not be accepted.

If changes to the Organizational Provider Roster have occurred within the last quarter, a new Organizational Provider Roster must be submitted to Health Share at providers@healthshareoregon.org by the **first Friday of each quarter (January, April, July, and October)**.

If no changes have occurred to the Organizational Provider Roster since the date of the last roster submission, please submit a completed Appendix H2: Organizational Roster Attestation, confirming that no changes have occurred, by the **first Friday of each quarter (January, April, July, and October)**.

A full organizational roster must be submitted **annually** by all Providers contracted at the organizational level by the **first Friday in April**, regardless of changes or the date of the last roster submission. This submission ensures that Health Share has accurate provider data for OHA reporting.

Adding a New Practitioner to an Organization

Currently contracted Organizational Providers who need to add a newly-hired and credentialed practitioner to their Health Share contract in order for claims to be processed correctly, must complete an [Adding New Practitioner to an Organization Form](#) and submit to provider.contracts@phtech.zendesk.com.

****Prior to sending the above information, Organizational Providers are responsible for credentialing their Practitioners in order to meet the Medicaid regulations stated in the Provider Manual.****

Information should be provided for each Practitioner who will treat Health Share members and submit Claims under the Organizational Provider.

Please note: In order for authorizations and claims to process correctly, all individual practitioners within a group must be loaded in to CIM.

Updating/Terminating a Current Practitioner with an Organization

A currently contracted Organizational Provider who needs to update (i.e. name change) or indicate the termination of an existing practitioner should send notification and details of the change or term to PH Tech at provider.contracts@phtech.zendesk.com.

The Practitioner's name and NPI must be included along with description of change or termination notice.