

## Recipient Materials Requirements-Provider Directory

In accordance with CFR 42 § 438.10(h), the PCCM-e must make available in paper form upon request and electronic form, the following information about its network providers:

- The provider's name as well as any group affiliation.
- Street address(es).
- Telephone number(s).
- Web site URL, as appropriate.
- Specialty, as appropriate.
- Whether the provider will accept new enrollees.
- The provider's cultural and linguistic capabilities, including languages (including American Sign Language) offered by the provider or a skilled medical interpreter at the provider's office.
- Whether the provider's office/facility has accommodations for people with physical disabilities, including offices, exam room(s) and equipment.

The provider directory must include the above information, when applicable, for each of the following provider types covered under the provider agreement with the PCCM-e:

- Physicians, including specialists;
- Hospitals;
- Pharmacies;
- Behavioral health providers; and
- LTSS providers, as appropriate.

Information included in—

1. A paper provider directory must be updated at least—
  - a. Monthly, if the PCCM-e does not have a mobile-enabled, electronic directory; or
  - b. Quarterly, if the PCCM-e has a mobile-enabled, electronic provider directory.
2. An electronic provider directory must be updated no later than 30 calendar days after the PCCM-e receives updated provider information.

Provider directories must be made available on the PCCM-e's website in a machine-readable file and format as specified by CFR 42 § 438.10.