

August 19, 2026

PROVIDER DIRECTORY COMPLIANCE REMINDER: REPORT DEMOGRAPHIC AND PRACTICE CHANGES

Community Health Choice (Community) values its partnership with our provider network and is committed to keeping the provider directory accurate and current. Accurate directory information supports member access to care, helps meet regulatory expectations, and promotes compliance with applicable provider directory requirements.

In accordance with your provider contract requirements, providers must notify Community of any changes to their demographics and/or practice information at least 30 days in advance of the effective date of the change. This includes, but is not limited to, changes to address, phone number, fax number, office hours, providers joining or leaving the practice, panel status, specialty, tax identification information, or service location changes.

Timely notification helps ensure members have access to accurate directory information, reduces the risk of inaccurate or outdated provider listings, and supports Community's ongoing compliance efforts.

Providers should submit demographic and practice changes by completing the Demographic Update Request Form in the Community provider portal. To access the form, visit the Community provider portal and follow these steps:

- Go to the **Provider Tools** tab
- Select **Demographic Update Request**
- Download and complete the form, then upload and submit it through the portal.

Thank you for your continued partnership and support in helping us keep our provider directory current.