



October 26, 2020 | PROVIDER RELATIONS DEPARTMENT

Demographic Changes or Provider Termination Requirements

As needed, ATAFL, Health Plans, and Federal agencies perform ad hoc provider practice “mystery shopper” calls or site visits to measure variables including but not limited to provider roster accuracy; urgent, and routine appointment availability; currently accepting new enrollees, and any barriers to scheduling appointments experienced by enrollees.

The accuracy of care provider demographic and practice data plays an important part in the success of a medical practice. Having accurate data helps connect you with members searching for a care provider. It also supports claims processing and compliance with regulatory requirements. Participating practices are required to notify ATA-FL immediately when:

- A Therapist employee has been terminated or is no longer treating patients at a specific location**
- A location is closing or relocating
- Demographic information is changing
- If your practice is or is not accepting new patients
- Changes of ownership
- Changes in hours of operation
- Changes in Languages spoken/written by staff
- Changes in Ages/genders served

**Provider Service Agreement states, you are required to notify ATA-FL of any terminations 90 days prior to the termination.

Participating practices may be subject to penalties for noncompliance. Please refer to your provider service agreement for more details.

If you have any questions please feel free to contact our Provider Relations Department at T: 888-550-8800 Option 2



The appointment availability requirement for the Florida Healthy Kids lines of business for a routine visit is (7) Calendar Days and (24) hours for an urgent visit from the Member’s request for services.

The appointment availability requirement for Medicaid, Medicare and Commercial lines of business for routine visits is (30) Calendar Days and (24) hours for an urgent visit from the Member’s request for services.

IMPORTANT: If your office is unable to meet the above appointment requirements, you will not be able to participate in the line of business.