

Provider Email Best Practice

Your office will receive updates, reminders, required profile requests, and other news from TennCare via email, therefore emails must be updated in Provider Data Management System (PDMS)/Council for Affordable Quality Healthcare (CAQH).

Why is TennCare sending updates & reminders?

Updates and reminders can include –

- reminders to revalidate - It is required that ALL TennCare provider profiles are revalidated every 3 years. For more information click [here](#).
- updates about new programs and initiatives
- requests to update your PDMS/CAQH profile(s)
- newsletters
- surveys
- news
- other important alerts for providers

If your office's email address is attached to an office director, manager/administrator, provider, or business office coordinator, it is suggested to update your email in PDMS/CAQH Proview if the person in this position retires or leaves your office. Doing so guarantees there is no lapse in your office having an appropriate email address listed in our systems.

What is an email address that ensures you will receive communications from TennCare?

- Valid email address that is monitored on a continuous basis
- If a personal email address is used, please update the email address(es) in PDMS/CAQH when person monitoring this email:
 - changes positions
 - retires
 - employment terminated
 - any other event causes the monitoring of this email to be affected

Examples of email addresses to use in PDMS/CAQH -

Credentialing@1234pediatrics.org

Dr.Doe@xyzgeneralpractice.com

thegeneralobgyn@thispractice.com

admin.dr.doe.pediatrics@gmail.com