



January 19, 2006

Attention all VHP Community Care Providers

Dear VHP Participating Provider:

VHP Community Care is required to submit updated Provider information to the Bureau of TennCare on a monthly basis. On a quarterly basis, TennCare's Provider Network Division performs a telephonic survey validating certain data elements contained within the monthly Provider Information file. As part of the new External Quality Review Organization's (EQRO) contract, QSource will now be performing this function on a quarterly basis for the Bureau of TennCare.

Please be aware that beginning February 1, 2006, QSource will randomly select a sample of Providers from the VHP Provider Network and call selected offices to verify Provider demographics (i.e. Address, Telephone) and Member access. It is important that all staff within your office be able to respond appropriately in regards to your office participation in the VHP Community Care Network should they receive this call from QSource.

This telephonic survey process assists the Bureau of TennCare in assessing the adequacy of each TennCare MCO's provider network and in timely approval of Provider Directories.

We thank you for your cooperation and continued participation with VHP Community Care.

Sincerely,

Provider Relations