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To: Maryland Insurance Administration

From: Robyn Elliott on behalf of the Maryland Dental Action Coalition

Date: July 8, 2025

RE: Provider Directory Requirements

We appreciate the opportunity to submit comments regarding provider directory requirements. The Maryland Insurance Administration (MIA) is examining whether to update provider directory regulations.

The Maryland Dental Action Coalition advocates for policies that increase access to dental services and improve the oral health of Marylanders. Marylanders with dental coverage report many challenges in identifying providers who will accept their insurance. Inaccurate provider directories make that process more difficult. Therefore, we support measures that improve the accuracy of provider directories.

We are aware that the CAQH online credentialing system requires all types of providers, including dentists, to attest to the accuracy of provider location, specialty, and whether they are accepting new patients. These attestations are required every 120 days. MDAC believes that the accuracy of provider directories could be greatly improved if carriers utilized the information from CAQH.

This past session, the MIA committed to conducting an assessment of the use of the CAQH online credentialing system by dental carriers and submitting findings to the Maryland General Assembly. MDAC is looking forward to the results of this assessment. We understand that only one carrier with a dental plan, CareFirst, utilizes the CAQH online system. MDAC believes that all dental carriers should be using the system, as it would improve the efficiency of enrolling providers and maintaining up-to-date provider directories.

If we can provide any additional information, please let me know. I can be reached at relliott@policypartners.net or (443) 926-3443.

Optimal Oral Health for All Marylanders