Keeping directories up-to-date

The answer to federal and state provider directory accuracy requirements.

Up-to-date network directory

100%

Robust solution to improve data accuracy

Providers are the heart of our healthcare system. After all, providers are the individuals treating patients and generating medical claims. The mere nature of their profession lends itself to a flurry of information being created, exchanged and maintained. As a result, payers are in need of a robust yet systematic way to ensure they are publishing the most up-to-date and accurate information on the providers delivering services to their members. The act of not maintaining these directories results in member dissatisfaction, steep fines, less than optimal health outcomes and in extreme cases, legal settlements and negative press coverage.

Your many provider directory requirements simplified, maintained and updated

LexisNexis® Risk Solutions delivers a robust and systematic approach to managing provider directory accuracy. LexisNexis® VerifyHCP® not only leverages the industry's leading sources of complete and accurate provider information, but it provides an intuitive interface through which clinicians and their staff can update information quickly and easily.

VerifyHCP goes beyond Federal mandates. It is built to address state and federal requirements at the plan level to ensure only the most accurate directories are published to the communities being served.

Flexible solution for an evolving environment

CMS regulations continue to evolve and we have seen frequent changes. The current interpretation is that between federal and most state requirements, confirmation is required once per year in addition to quarterly contact.

VerifyHCP in action

One of the nation's largest payers launched an initiative to cleanse all their directory data for their Medicare Advantage and MarketPlace (HIX providers):

Driven to get ahead of the CMS secret shoppers and correlated penalties

Required very fast deployment— less than 60 days from kick-off to integrated results

Focused on demographic verification and provider status

Leverages the Master Provider Referential Database to immediately term or suppress old provider locations

LexisNexis delivered the provider data cleansing solution to support the directory cleansing initiative. VerifyHCP was augmented with a service component to aid in data integration and SME support on business rules. Phase 2 includes full population roll-out with incremental data capture and population monitoring.

Ever-increasing mandates and regulations

Payers need support to respond to evolving state and federal regulations or face penalties:

- The Affordable Care Act (ACA) mandates quality improvements for consumers' understanding of their choices for in-network providers and supports a view of each plan's network within their provider directories
  - > Medicare Advantage Plans, Qualified Health Plans and Stand-Alone Dental Plans offered through the Federal Exchange must be up-to-date and accurate
  - > Quarterly outreach to providers required to verify network status
- States are also recognizing that consumers are incurring out-of-network costs due to inaccurate or outdated provider directories
  - > Over half of the state Medicaid agencies are also mandating regular outreach on a prescribed basis
  - > Focused on demographic verification and provider status

Key components of VerifyHCP include:

LexisNexis® Provider Data MasterFile™

- Leverages >1,000 sources to build an accurate view of a provider
- Covers more than 8.5M providers

Multi-channel Outreach

- Conducts campaign outreach, including email, fax and call
- Fulfills the provider attestation needs through verifying through the provider, their delegate or an office manager

Payer Consortium

- Streamlines outreach and portal presentation so a provider can verify information at one time for all participating plans

Clinician Attestation Portal

- Simple enablement tool for attestation by clinicians or designated staff
- Office manager experience to optimize use for large group practices

Claims Data

- Ongoing monitoring of plan activity and tracking recency/frequency
- Uses recent LexisNexis claims from over 1.3 million providers to identify active and inactive locations and group affiliations
- Client may also contribute their claims to facilitate final determination of action to take on non-responders

An advanced and proven technology

The VerifyHCP solution is an outsourced, real-time data management and analysis solution that leverages services to optimize data delivery and data insight to payers. The benefits of leveraging this platform is speed, scale and maturity of the infrastructure to quickly enable VerifyHCP and store and manage your network securely in the LexisNexis environment.

Why choose VerifyHCP over the competition? Simple…

- It's responsive to both federal and state regulatory attestation mandates and changes
- It leverages our proven mastery in payer file ingestion and data processing
- Provides the ability to attest at the provider network level
- It allows for office manager and group attestation
- It uses the LexisNexis® Master Provider Referential Database to initially identify inactive providers and locations without the need for outreach, resulting in an immediate 10-20% improvement in directory accuracy
- It can confirm basic provider demographics of status, address and phone even for difficult-to-reach provider populations, such as delegated groups
- It can help maintain network adequacy through identification of missing locations and providers for your contracted TINs

For more information, call 866.396.7703 or visit risk.lexisnexis.com/healthcare

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