

# 5 reasons to govern provider data

## 1 Provider data is the heart of the healthcare enterprise

Health plans use data to:



Maintain provider contracting and credentialing



Maintain its participating provider information



Ensure that information obtained from providers is entered correctly



Ensure that this information is propagated accurately to provider directories

## 2 Provider data is constantly changing<sup>1</sup>

Changing in one week:

33,000 addresses



3,300 names



1,750 phone numbers



In one month:  
2.4% of provider demographics change



In one year:  
20% of providers change affiliation

## 3 Payers can be fined for inaccurate provider directories<sup>2</sup>

Medicare Advantage plans fine up to **\$25,000** per day per beneficiary



Fines can add up quickly!

Federal exchange plans fine up to **\$100** per day per beneficiary

## 4 Almost half of all provider directories are inaccurate<sup>3</sup>

39.6%

Provider at wrong location

13.1%

Wrong phone number

6.9%

Wrong address

## 5 Inaccurate provider data can prevent appropriate care<sup>4</sup>



Wrong data =



Patient frustration



Inappropriate care

In MD, **19%** of psychiatrists in a provider directory were mis-labeled

In CA, **8.8%** of doctors did not accept an insurance plan as listed

In NJ, contact information for **1/3** of all psychiatrists listed were wrong

### Keep on top of data changes:

- Validate data immediately before it becomes an issue
- Conduct monthly (or weekly) data quality checks
- Collaborate with providers to ensure data points are accurate
- Investigate provider data repository solutions

Learn how LexisNexis® Risk Solutions helps the industry update and maintain more accurate provider data. Call 866.396.7703 or visit [risk.lexisnexis.com/healthcare](http://risk.lexisnexis.com/healthcare).



Health Care

<sup>1</sup> "A Business Case for Fixing Provider Data Issues." LexisNexis Risk Solutions. [http://techhubly.com/lexisnexis-resources/files/A%20Business%20Case%20for%20Fixing%20Provider%20Data%20Issues\\_WPNXR5062-0.pdf](http://techhubly.com/lexisnexis-resources/files/A%20Business%20Case%20for%20Fixing%20Provider%20Data%20Issues_WPNXR5062-0.pdf)

<sup>2</sup> Kaiser Health News, March 9, 2015, <http://khn.org/news/health-exchange-medicare-advantage-plans-must-keep-updated-doctor-directories-in-2016>

<sup>3</sup> CMS report Online Provider Directory Review Report, Centers for Medicare and Medicaid Services, [https://www.cms.gov/Medicare/Health-Plans/ManagedCareMarketing/Downloads/Provider\\_Directory\\_Review\\_Industry\\_Report\\_Round\\_3\\_11-28-2018.pdf](https://www.cms.gov/Medicare/Health-Plans/ManagedCareMarketing/Downloads/Provider_Directory_Review_Industry_Report_Round_3_11-28-2018.pdf)

<sup>4</sup> [https://familiesusa.org/wp-content/uploads/2015/10/ACA\\_Provider-Directory-Issue-Brief\\_web.pdf](https://familiesusa.org/wp-content/uploads/2015/10/ACA_Provider-Directory-Issue-Brief_web.pdf)