# 5 reasons to govern provider data

## Provider data is the heart of the healthcare enterprise

Health plans use data to:





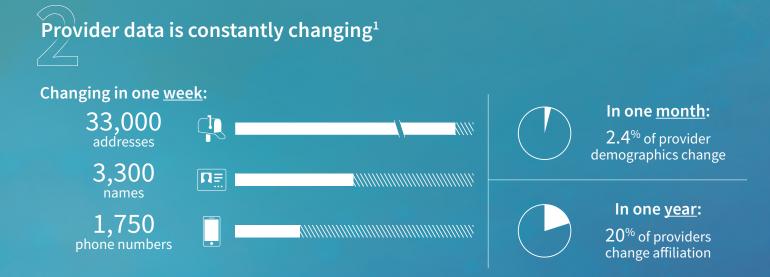
Maintain provider contracting and credentialing Maintain its participating provider information



Ensure that information obtained from providers is entered correctly



Ensure that this information is propagated accurately to provider directories



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

Medicare Advantage plans fine up to

525.000

per day

per beneficiary





#### Inaccurate provider data can prevent appropriate care⁴



Wrong data =



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<sup>®</sup> Risk Solutions helps the industry update and maintain more accurate provider data. Call 866.396.7703 or visit 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%20 Fixing%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
- <sup>4</sup> https://familiesusa.org/wp-content/uploads/2015/10/ACA\_Provider-Directory-Issue-Brief\_web.pdf

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