

# Provider Data Accuracy. Is there an app for that?

## Why is provider data such a challenge for health plans?

For providers, documenting this information takes time as a detailed record can track up to

**380 line items<sup>1</sup>**



One of the persistent challenges with data reporting and maintenance of provider directories is **confirming and updating provider information in real time.**<sup>2</sup>

Health plans find it increasingly difficult to maintain accurate participating provider information in their directories due to:<sup>3</sup>



Inherent and increasing complexity in the insurance products offered to customers



The dynamic nature of participating provider information



Limited resources to adequately execute and maintain provider directories

## What is the typical process for updating provider directories?<sup>3</sup>



**How many touchpoints are required to keep provider data current?**

At the most basic level, a health plan must implement a system that allows it to store and maintain information related to its provider networks.

### A health plan may:



- ✓ maintain provider contracting and credentialing data
- ✓ maintain its participating provider information
- ✓ ensure that information obtained from providers is entered correctly
- ✓ ensure that this information is propagated accurately to its provider directories

A health plan then needs to develop a reliable process to verify its participating provider information **every twelve months.**



Provider data accuracy is about more than directories; it's about improving access to care, streamlining compliance, and enabling better decision making. LexisNexis proprietary linking and computing technology can seamlessly aggregate, link and analyze vast sources of data to deliver insight and intelligence health plans can act on.

**Learn how by calling 866.396.7703 or visit [www.lexisnexis.com/risk/healthcare](http://www.lexisnexis.com/risk/healthcare)**

#### Sources:

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3. White Paper: Provider Directories: Litigation, Regulatory, and Operational Challenges. BRG Healthcare March 2015. [https://www.thinkbrg.com/media/publication/579\\_Hoyt\\_DirectoryWhitePaper\\_032015\\_WEB.pdf](https://www.thinkbrg.com/media/publication/579_Hoyt_DirectoryWhitePaper_032015_WEB.pdf)



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