



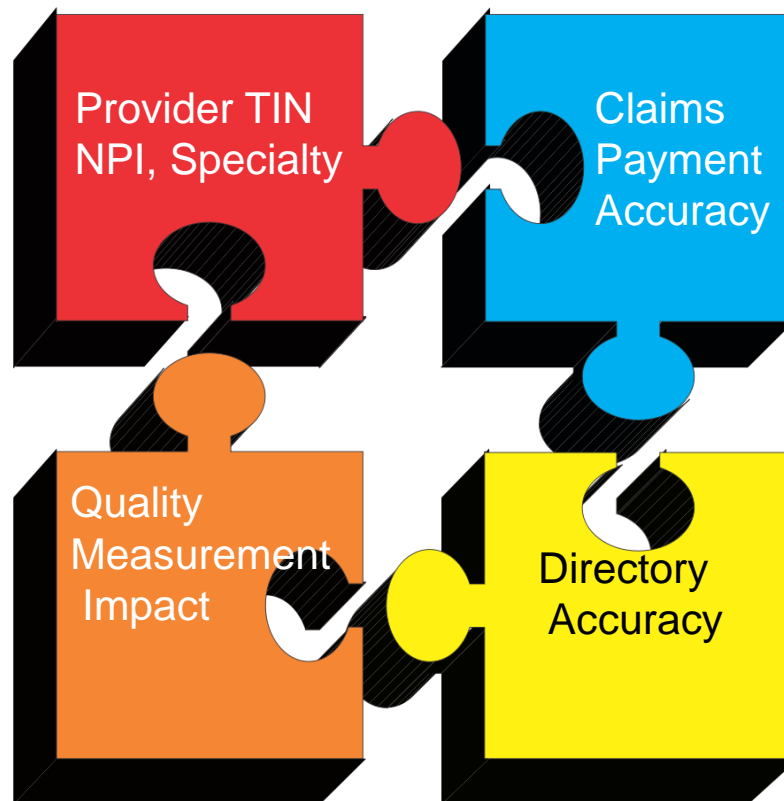
Provider Data Accuracy

3/22/19

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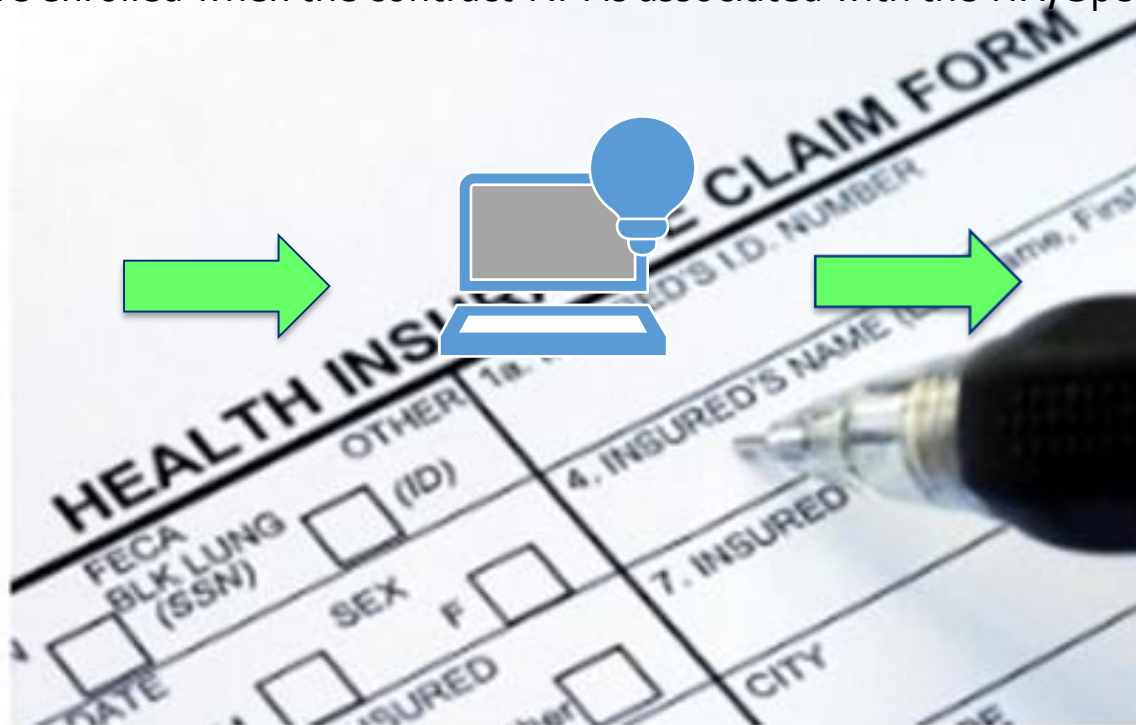
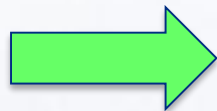
AGENDA- IMPACT OF PROVIDER DATA ACCURACY

- Provider data and affiliations
- Claims payment
- Quality measurement- Medical record review for VBP or HEDIS
- Directory accuracy- Member access to care



PROVIDER DATA AND AFFILIATIONS

- Practitioner NPI's are affiliated with TIN's
- Practitioners are enrolled when the contract-NPI is associated with the TIN, Specialty



Claim is paid correctly and timely

PROVIDER DATA AND AFFILIATIONS

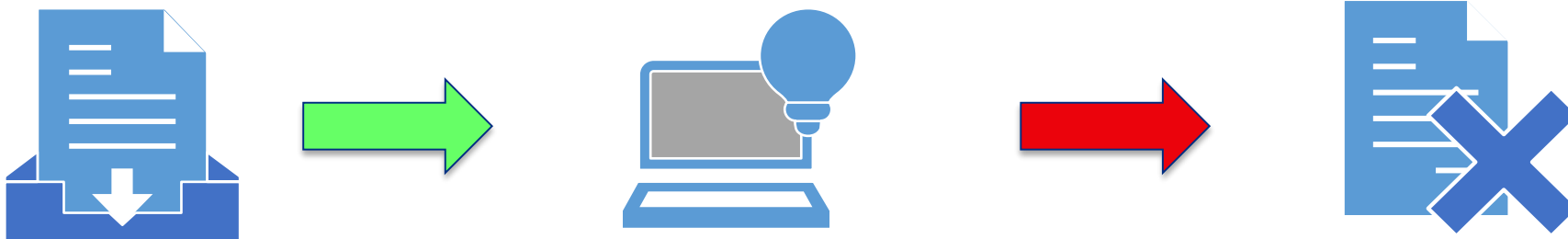
- Practitioner NPI's not found as affiliated with TIN
- Practitioner specialty is incorrect



Providers must update active practitioner list with MCO
to ensure accurate claim payment.

IMPACT OF INACCURATE PROVIDER DATA ON CLAIMS

- Practitioner paid lower, non-par rate
- Practitioner specialty may impact rate
- Non-par practitioners may require prior authorization for tests or procedures, causing claims to deny for no authorization



Providers must update active practitioner list with MCO to ensure accurate claim payment.

IMPACT OF INACCURATE PROVIDER DATA QUALITY MEASURES

- MCO may not have correct phone, fax, or address to support medical record review impacting provider and MCO quality scores



DIRECTORY ACCURACY- MEMBER ACCESS TO CARE

- Important tool for members to make informed decisions regarding their health care providers
- Providers rely on directory accuracy to attract patients to their practice
- Maryland Department of Health audits MCO's directories and issues requests for Corrective Action Plan based on results



DIRECTORY ACCURACY- MEMBER ACCESS TO CARE

- Regulatory agencies are auditing and assessing penalties to health plans with lower than expected directory accuracy
- Issues impacting accuracy:
 - Practitioner not found at location- does not see patients at all office locations
 - Office hours are incorrect
 - Practitioner specialty is incorrect
 - Phone number or address is incorrect- office moved



DIRECTORY ACCURACY- MEMBER ACCESS TO CARE- PROVIDER RESPONSIBILITY

- Update MCO when practitioners leave or are added to group
- Update address and phone, office hours
- Languages spoken
- ADA accessibility
 - Building
 - Exam room
 - Equipment
- Completion of Cultural Competency Training



Help us ensure we are accurately marketing the practice and ensuring members have data to make informed decisions

WHAT CAN YOU DO TO SUPPORT PROVIDER DATA ACCURACY?

- Work with Provider Relations Representative to make updates to practitioners and office location information
- Update MCO when practitioners are added or leave the practice
- Monitor Find a Provider Directory and contact Provider Relations for updates
- Complete Provider Data update form located on website

marylandphysicianscare.com/providers

PROVIDER SERVICES

1-800-953-8854

