Why Maintaining Provider Information Shouldn’t be Hard

InterSystems
Today’s Presenters

Lynda Rowe
Sr. Advisor, Value-Based Markets
InterSystems

Jessica Jowdy
Team Engineering Lead, HealthShare Sales
InterSystems
Agenda

- The Importance of a Provider Directory
- Example Use Cases
- Important Features and Functions
  - Comprehensive Data Model
  - Workflow
- Demo
Why is a Provider Directory so Important?

The Problem
Creating a single source of truth for provider information continues to be a challenge to all markets. Low quality information plagues the industry. This creates inefficiencies and is costly to manage and creates customer dissatisfaction.
Healthcare Ecosystem Suffers from Provider Data Quality

“More than half of U.S. physicians (52%) say they encounter patients every month with health insurance coverage issues due to inaccurate directories of in-network physicians.”

Nearly $2.1 billion a year

Close to 49% of provider locations had at least one error in them, and “inaccuracies with the highest likelihood of preventing access to care were found in 41.75% of all locations.”
## Market Imperatives for a Provider Directory

<table>
<thead>
<tr>
<th>IDNs</th>
<th>Payers</th>
</tr>
</thead>
</table>
| • Merger and acquisition activity has led to information silos, while provider information lies at the core of driving value across the new enterprise  
• Help patients find providers  
• Essential to support new care models – value based payment, care coordination  
• Required to manage referrals within the network, both for payment optimization as well as coordinating care for multiple alternative payment models | • Requirements from the federal government (Medicare, Medicaid, Insurance Marketplace) to have accurate provider data; penalties imposed if non compliant  
• Member satisfaction declines with inaccurate provider data; especially in narrow networks  
• Provider data underpins key business processes, but is siloed – Claims, Network Management, Member Services  
• Participation in alternative payment models requires accurate provider information  
• **New CMS rule calls for exposing Provider Directory information through open APIs (i.e. FHIR)** |

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Provide Correct Information to Patients

– Patients call everyday, either looking for a new PCP or specialist

– Having correct information to guide them to a provider that takes their insurance and is within your network, requires an up-to-date provider directory

– In a NYT article, one patient called every primary care provider in the area to see if they were accepting new patients; more than 75% were not (even though the directory said they were)
Good Data Needed to Submit to Health Plans

- Health Plans rely on data from their affiliated network to have accurate provider information.
- 25% yearly turnover in provider rosters, which means that the information IDNs submit to their health plans, if not updated, can only be 75% accurate.
  - It also means that information you have about your affiliated network, is most likely outdated as well.

A typical practice holds, on average, 12 managed care contracts with health plans at any given time, and each health plan requires approximately 140 different provider data elements for contract management.
Information to Support a Provider Directory

Information about the provider

• Demographics
• Physical addresses
• Credential and specialty information
• Electronic endpoints to support trusted/secure communication
  (store digital credentials, store providers email by type)

Information about the provider’s relationships

• Affiliation with organizations including IDN
• Practice locations with ‘In Network’, Accepting Patients and Contact Info
• In Network, Network, and Plan
• Hospital sub-orgs including practice group
Provider Directory – Care Landscape

- Individual Providers
- Provider Organizations
- Locations
- Network
- Plans
- Contract Administrators
- Organizations
Sharing Clean Provider Data

Build

Push

External Systems

FHIR Repository

User Clinician Registry
Improve Provider Data Quality

Large IDNs have multiple systems with Provider Information creating many data points, but no single source of truth.

Information sources can come from many locations

- Multiple internal systems, such as credentialing and human resources
- External providers that have admitting privileges
- Provider information as a result of merger and acquisition

At Northwell Health, the data on over 6,500 staff providers is distributed among many systems, including registration, EMR, surgical, in-patient, and out-patient.
## HealthShare Provider Directory: Provider Data Management

### Multiple Source Data Records

<table>
<thead>
<tr>
<th>Source</th>
<th>Source ID</th>
<th>Name</th>
<th>NPI</th>
<th>Identifiers</th>
<th>Specialty</th>
<th>Practice Address</th>
<th>Accepting Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Metro Medical</td>
<td>MM25467</td>
<td>Holly Barnes MD</td>
<td>1120042596</td>
<td>4567 BCBS 1234 AETNA</td>
<td>Family Medicine</td>
<td>950 East Ave</td>
<td>N</td>
</tr>
<tr>
<td>Canton Clinic</td>
<td>CCJA8909</td>
<td>Holly Wheeler MD</td>
<td></td>
<td>0024 HUMANA 4567 BCBS</td>
<td></td>
<td>200 West St</td>
<td>Y</td>
</tr>
</tbody>
</table>

### Provider Master Record

<table>
<thead>
<tr>
<th>Enterprise ID</th>
<th>Name</th>
<th>NPI</th>
<th>Identifiers</th>
<th>Specialty</th>
</tr>
</thead>
<tbody>
<tr>
<td>100000012</td>
<td>Holly Wheeler MD</td>
<td>1120042596</td>
<td>4567 BCBS 1234 AETNA 0024 HUMANA</td>
<td>Family Medicine</td>
</tr>
</tbody>
</table>

### Location Master Record

<table>
<thead>
<tr>
<th>Provider Enterprise ID</th>
<th>Practice Address</th>
<th>Accepting Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>100000012</td>
<td>950 East Avenue</td>
<td>N</td>
</tr>
<tr>
<td>100000012</td>
<td>200 West Street</td>
<td>Y</td>
</tr>
</tbody>
</table>
HealthShare Provider Directory: Process Flow

Translating:
- NPPES
- IHE HPD
- HL7 MFN
- XML
- Flat Files
- Etc.

Preparing:
- Screen
- Clean
- Validate
- Screen Worklist

Splitting:
- Individuals
- Organizations
- Locations
- Addresses
- Networks

Matching:
- Common ID
- Maintain Relationships
- Match Worklist

Building:
- Consolidate
- Apply Business Rules
- Select Data
- De-duplicate
- Review Worklist
- Record History

Sharing:
- Broadcast
- IHE HPD
- REST Services
- Extracts Services
- Provider Registry
HealthShare Provider Directory: System Overview

Provider Site
Data Sources

UI Entry

NPPES
Data

Data Steward Portal

Provider Directory

Outbound Interfaces
Public APIs
Thank You