



Keeping Directories Up to Date

The answer to Federal,
State and Plan
Provider Directory
Accuracy Requirements

Robust solution to improve data accuracy

Providers are the heart of our health care system. After all, providers are the individuals treating patients and generating medical claims. The mere nature of their profession lends itself to a flurry of information being created, exchanged and maintained. As a result, payers are in need of a robust yet systematic way to ensure they are publishing the most up to date and accurate information on the providers delivering services to their members. The act of not maintaining these directories results in member dissatisfaction, steep fines and less than optimal health outcomes

Your many Provider Directory Requirements simplified, maintained and updated.

LexisNexis and the American Medical Association have joined together to deliver a robust and systematic approach to managing provider directory accuracy. VerifyHCP not only leverages the industry's leading sources of complete and accurate provider information, but it provides an intuitive interface through which clinicians and their staff can update information quickly and easily.

VerifyHCP goes beyond Federal mandates. it is built to address state- and plan-level requirements to ensure only the most accurate directories are published to the communities being served.

The LexisNexis and AMA collaboration

Our collaboration combines the industry-leading data resources of the AMA, its wholly owned subsidiary AMA Business Solutions, and LexisNexis Health Care to provide a holistic solution, VerifyHCP, to pre-fill, collect, monitor, cleanse, and update clinician data. Together our partnership creates efficiencies for health insurers and clinicians that streamline the process of maintaining an accurate and up-to-date network directory.

Why VerifyHCP over the competition? Simple...

- It's responsive to both federal and state regulatory attestation mandates and changes.
- It leverages our proven mastery in direct file ingestion and data processing.
- It supports the attestation needs of all provider organizational structures and associations.
- Provides the ability to attest at the provider network level.
- It allows for office manager and group attestation.

Flexible solution for an evolving environment

CMS regulations continue to evolve and we have seen frequent changes. The current interpretation is that a majority of states require one direct, active confirmation of a provider at least once a year, with a “passive” request for attestation the following three-quarters—these requests do not require a formal response.

VerifyHCP In action

One of the nation’s largest payers launched an initiative to cleanse all their directory data for their Medicare Advantage and MarketPlace (HIX providers):

- Driven to get ahead of the CMS secretshoppers and correlated penalties.
- Required very fast deployment—less than 60 days from kick-off to integrated results.
- Focused on demographic verification and provider status.

LexisNexis delivered the provider data cleansing solution supporting the directory cleansing initiative. The data solution was augmented with a service component to aid in data integration and SME support on business rules. Phase 2 includes full population roll-out with incremental data capture and population monitoring.

Ever increasing mandates and regulations

Payers need support to respond to evolving State and Federal regulations or face penalties:

- The Affordable Care Act (ACA) mandates quality improvements for consumers’ understanding of their choices for in-network providers and supports a view of each plan’s network adequacy within their provider directories.
 - Medicare Advantage Plans, Qualified Health Plans and Stand Alone Dental Plans offered through the Federal Exchange must be up-to-date and accurate.
 - Quarterly outreach to providers required to verify network status.
- States are also recognizing consumers are incurring out-of-network costs due to inaccurate or outdated provider directories.
 - Over half of the State Medicaid Agencies are also mandating regular outreach on a monthly, quarterly or annual basis.
 - Focused on demographic verification and provider status.

Key components of VerifyHCP include:

1. LexisNexis Provider Data MasterFile

- Leverages > 2,000 sources to build an accurate view of a provider.
- Covers more than 8.5M providers.

2. Multi-Channel Outreach

- Conducts campaign outreach, including email, fax, call, direct mail.
- Fits the individual provider’s attestation needs by either managing directly with the individual provider level or managing for all contracted/included providers, at the provider level, with an organization’s lead manager (in cases of Integrated Networks; ACOs; Small to large partnerships, Staff-model HMOs, etc.)

3. Payer Consortium

- Network
- Plan Participation

4. Clinician Attestation Portal

- Simple enablement tool for attestation by clinicians or designated staff.

5. Claims Data

- Ongoing monitoring of plan activity and tracking recency/frequency.
- Contributed Claims

An advanced and proven technology

The VerifyHCP solution is delivered through the LexisNexis® Agile Data Management solution. Agile Data Management is an outsourced, real-time data management and analysis solution that leverages services to optimize data delivery and data insight to payers. The benefits of leveraging this platform is speed, scale and maturity of the infrastructure to quickly enable VerifyHCP and store and manage your network securely in the LexisNexis data warehouse.



Health Care



About LexisNexis Risk Solutions

LexisNexis Risk Solutions (www.lexisnexis.com/risk) is a leader in providing essential information that helps customers across all industries and government assess, predict, and manage risk. Combining cutting-edge technology, unique data and advanced scoring analytics, we provide products and services that address evolving client needs in the risk sector while upholding the highest standards of security and privacy. LexisNexis Risk Solutions is part of RELX Group plc, a world-leading provider of information and analytics for professional and business customers across industries.

About the American Medical Association

The American Medical Association is the premier national organization dedicated to empowering the nation's physicians to continually provide safer, higher quality, and more efficient care to patients and communities. For more than 165 years the AMA has been unwavering in its commitment to using its unique position and knowledge to shape a healthier future for America. For more information, visit ama-assn.org.

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