



Provider Directory Presentation

Hosted by CAQH

June, 2019

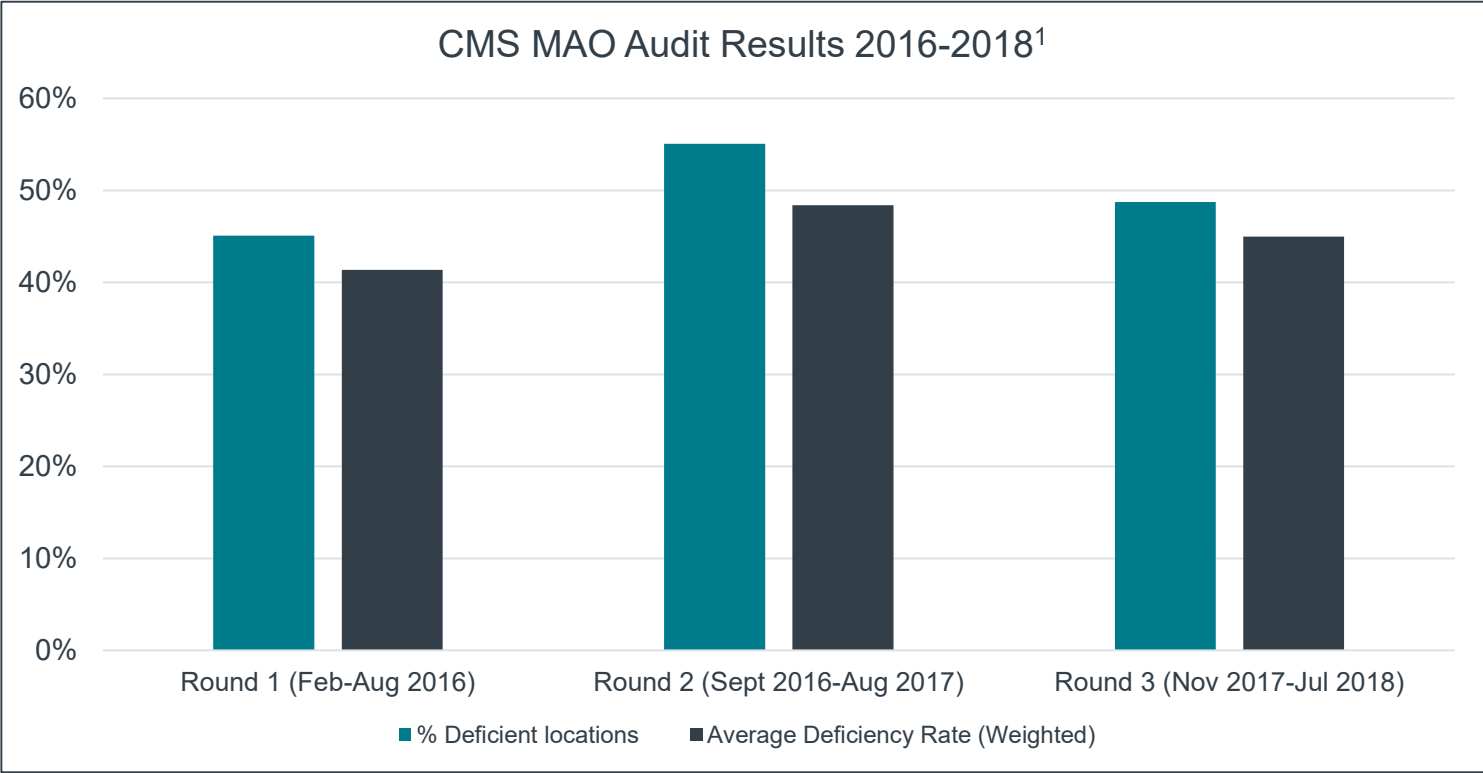
Directory data accuracy has been a longstanding issue that challenges both providers and health plans

Provider Challenges		Health Plan Challenges	
	Similar inquiries from different health plans.	1	Incorrect provider contact information. 
	Varied data submission requirements.	2	Provider unresponsiveness. 
	Lack of standardized questions.	3	Incomplete information provided. 

Federal regulatory activity began calling for states to establish specific requirements around provider directories

Regulation	Requirement
HHS Final 2016 Letter to Insurers in the Federally-Facilitated Marketplaces	• QHP issuers must update their provider directory information at least once a month. • Includes field-level requirements for data.
Medicare Advantage 2016 Advance Notice	• MA organizations must maintain regular, ongoing communications and/or contact providers quarterly.
Medicaid Managed Care 2017 Final Rule	• Managed Care Plans must make available provider directories in paper and electronic formats and sets update standards for each. • Requires collection of certain data elements for provider directories.
21 st Century Cures Act, 2017	• States must publish a directory of physicians participating in the Medicaid program and update it annually (if the program participates in Fee-for-Service or case management).
21 st Century Cures Act, 2018 Guidance to State Medicaid Directors	• Includes optional and required pieces of information to be included in provider directories (called data elements) • Emphasizes the importance of reuse in the Medicaid Information Technology Architecture (MITA), interoperability, and provider directory ability to support multiple health initiatives.

Recently published 2018 CMS Audit results indicate that directory accuracy across the industry has not improved over the past two years



- CMS has completed three audit rounds since 2016, and no significant improvement in accuracy has been identified.
- In all three audit rounds provider location information represented the highest rates of deficiencies.

¹CMS Medicare Advantage Online Provider Directory Review Report -November 28, 2018.

Increasing CMS Interest to Identify a Solution

CMS continues to feel MAOs are in the best position to ensure the accuracy of their provider directories. Through the insight gained from our reviews, it has become clear that a centralized repository for provider data is a key component missing from the accurate provider directory equation.”¹

¹ Excerpt from the Medicare Advantage Online Provider Directory Review Report – November 2018.

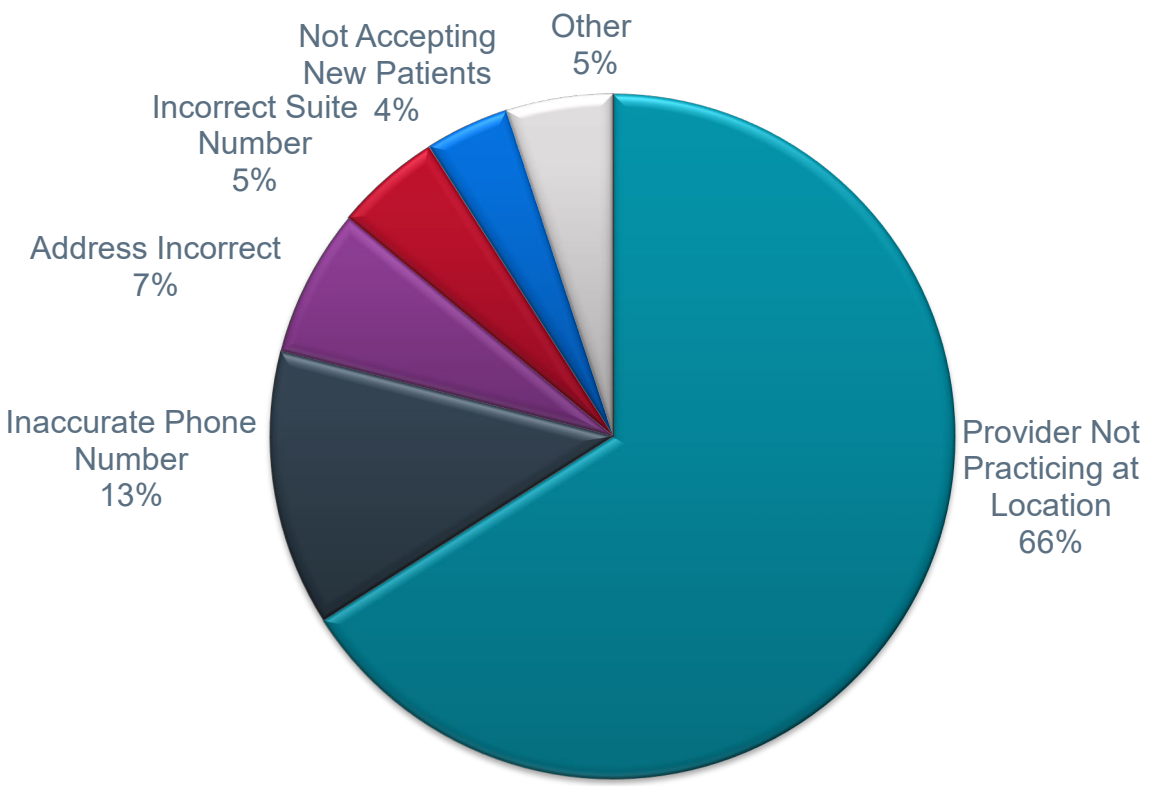
“One common struggle expressed by industry is that there is no centralized repository for provider directory data, often referred to as a ‘source of truth’. As a consequence, the current process of verifying the accuracy of provider information can present an undue burden on providers, as multiple plans, in an effort to validate their directory information, ask providers the same validation questions. CMS will continue its focus on and work with stakeholders to improve provider directory accuracy.”²

² Excerpt from CMS Medicare Advantage 2020 Call Letter Advance Notice – February 2019

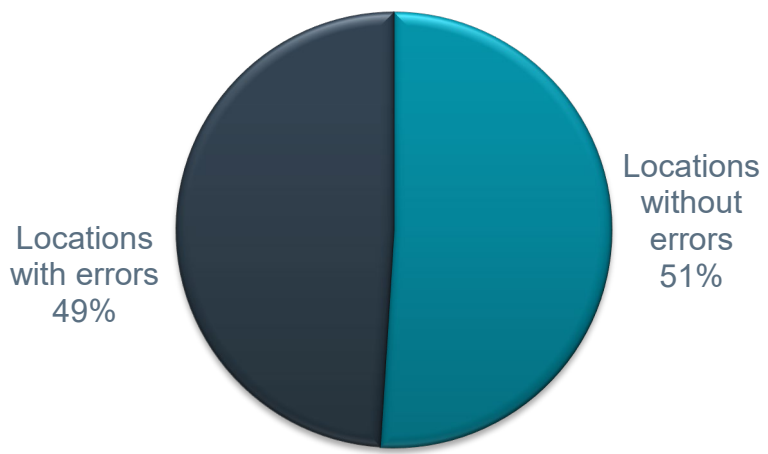
- CMS released its Medicare Advantage Online Provider Directory Review Report in November 2018, summarizing the results of the health plan directory audits.
- In this report, CMS pointed out that little progress has been made in health plan directories (the industry is still averaging ~50% accuracy), and that a **“centralized repository”** is **“a key component missing.”**
- These observations were echoed in the Medicare Advantage 2020 Call Letter Advance Notice, issued in February 2019.

CMS survey results highlight that practice location errors most commonly fall into the category “provider not practicing at this location”

Breakdown of error types

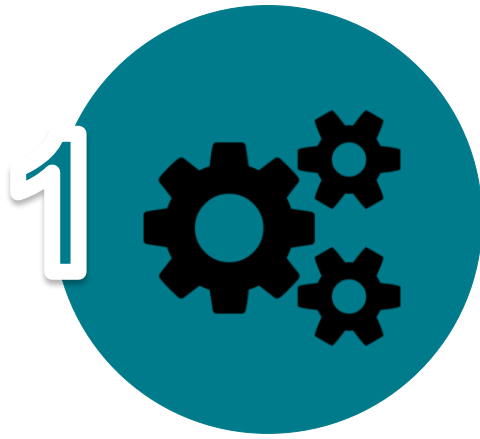


Overall error rate

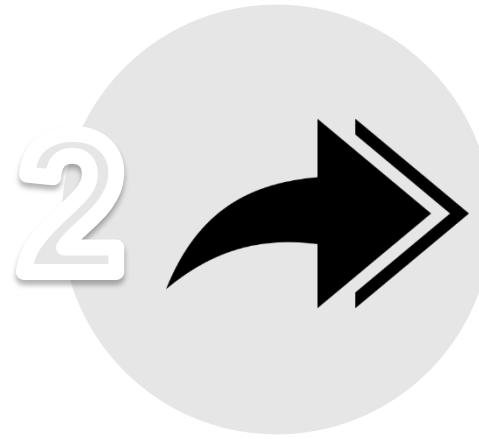


- ‘Provider not practicing at location’ represents the most prevalent directory deficiency and is weighted most heavily in terms of deficiency scoring by CMS.
- Online Provider Directory Review Report. Centers for Medicare and Medicaid Services, November 28, 2018.
- Other Error Types include: Provider IS accepting new patients, Specialty needs to be updated and Provider name needs to be updated.

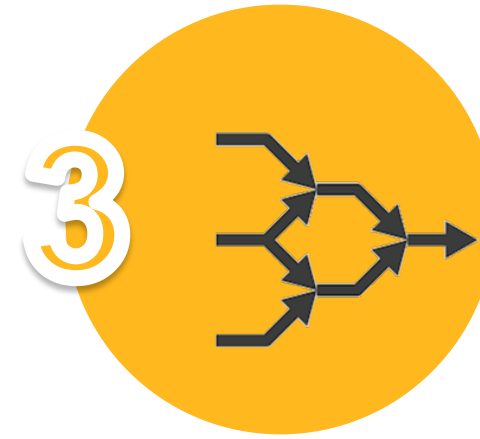
Keys to solving challenges in provider data gathering and validation



Standardize the requested content



Streamline the number of requests to update or submit information.



Simplify the data submission and reconciliation requirements.

The foundation for DirectAssure is the CAQH ProView system, which has been widely adopted by providers and health plans over the last 16 years

- 1.5 million unique provider users of all types, including non-physicians know, use and trust the Solution (~7,000 new providers register each month).
- Over 900 participating health plans, hospitals, provider groups, state Medicaid agencies and other organizations.
- Twelve states and the District of Columbia have adopted the CAQH Standard Provider Credentialing Application.
- Contains more than 225 self-reported and attested data elements, including those required for provider directories.
- Providers are reminded to regularly re-attest. One million providers have done so in the past 120 days.
- Provider directory information is presented to Providers via the Direct Assure functionality which is prompted by the submission of a Health Plan API file.
- The CAQH ProView system is result of more than 16 years of collaboration with plans, providers and other stakeholders to address inefficiencies and redundancies in collection, maintenance and distribution of provider data.

The screenshot shows the CAQH ProView application interface. At the top, a grey header bar contains the text 'Welcome to the CAQH ProView application' on the left and links for 'HELP', 'CONTACT CAQH', and 'LOG IN' on the right. Below the header, the main content area is divided into two columns. The left column features the 'CAQH Solutions' logo and the 'PROVIEW™' title. It includes a welcome message: 'Welcome to CAQH ProView™, formerly the Universal Provider Datasource®.' followed by a paragraph explaining that CAQH ProView is more than a credentialing database, available at no cost to eliminate duplicative paperwork. Below this is another paragraph stating that through an intuitive, profile-based design, users can easily enter and maintain information for submission to selected organizations, helping to reduce inquiries and save time. A 'Sign in on the right to update your existing profile information or, if you are a new provider to CAQH ProView, register to create a profile.' instruction is also present. A section titled 'CAQH ProView Reference Material' lists several links: 'Provider User Guide', 'Provider Quick Reference Guide', 'Video: Providers - Get Started with CAQH ProView', 'Video: How to Log In for the First Time', 'Video: I Forgot My Username/Password', and 'Video: How to Attest and Re-Attest'. The right column is titled 'SIGN IN' and contains a login form with fields for 'Username' and 'Password', each with a 'Forgot' link below it. A 'Remember me?' checkbox and a 'Sign In' button are also present. Below the login form is a 'FIRST TIME HERE?' section with three numbered instructions for existing users, email-linked users, and new users, with a 'Register Now' link for the last one. At the bottom of the right column are links for 'Practice Manager Sign In' and 'Participating Organization Sign In'. The footer of the page is a dark grey bar containing 'TERMS OF SERVICE', 'PRIVACY', 'CAQH.ORG', and a copyright notice '© 2015 CAQH. All rights reserved.'

ProView is already widely adopted by Massachusetts market providers and payers

- More than 70k providers are currently registered with the ProView system.
 - CAQH ProView maintains over 85% (34,253) of the total number of physicians registered in the state.¹
- A number of major health plans in Massachusetts and bordering states are currently using ProView for provider data management needs.



1. CAQH leveraged the Kaiser Family Foundation (<https://www.kff.org/state-category/providers-service-use/>) for MD, DO, DDS and DMD data and the Bureau of Labor Statistics (<https://www.bls.gov/oes/>) to capture data for DC and DPM provider types.

DirectAssure provides a seamless experience for providers and a consistent and consolidated method for each Health Plan to receive Directory information

Sam, you are ready to attest!

Click Attest to certify that you have carefully reviewed all information contained within your CAQH ProView Profile and that all information provided by you in the profile is true, correct and complete to the best of your knowledge. You also acknowledge that your CAQH ProView Profile will not be considered complete until supporting documentation and properly executed Authorization, Attestation and Release Form is remitted. Once you attest, you can go to the Documents page to upload your supporting documents.

☒ I have reviewed my Directory Data. To view your Directory Data, click [here](#).

I understand and agree that, as part of the credentialing application process for participation, membership and/or clinical privileges (hereinafter, referred to as "Participation") at or with each healthcare organization indicated on the "List of Authorized Organizations" that accompanies this Provider Application (hereinafter, each healthcare organization on the "List of Authorized Organizations" is individually referred to as the "Entity"), and any of the Entity's affiliated entities, I am required to provide sufficient and accurate information for a proper evaluation of my current licensure, relevant training and/or experience, clinical competence, health status, character, ethics, and any other criteria used by the Entity for determining initial and ongoing eligibility for Participation. Each Entity and its representatives, employees, and agent(s) acknowledge that the information obtained relating to the application process will be held confidential to the extent permitted by law. I acknowledge that each Entity has its own criteria for acceptance, and I may be accepted or rejected by each independently. I further acknowledge and understand that my cooperation in

ATTEST **PRINT** **DOWNLOAD**

Help Patients Find You **View Your Directory Data** **View Your Data Summary** **Download Your State Application**

Directory Information **Jennifer Murphy MD** **Provider Directory Snapshot**

Please review information from your CAQH profile that will be used by health plans to update their provider directories. If information is missing or incorrect, please navigate to Profile Data to update. When information is correct, please complete your attestation. Please note that updates affecting your contractual agreement with a health plan may require additional follow-up.

Authorized health plans requesting confirmation that your directory information is correct:
Aetna
Cigna HealthSpring

PERSONAL INFORMATION

Type 1 NPI 1234567889	Non-English Languages Spoken Spanish
Gender Female	☒ Medicare Participation ☒ Medicaid Participation

EDUCATION

Professional School
Baylor College of Medicine

Undergraduate
University of Texas at Austin

Receive
Updated
Directory
Information
via CAQH.



Health Plan 1



Health Plan 2



Health Plan 3

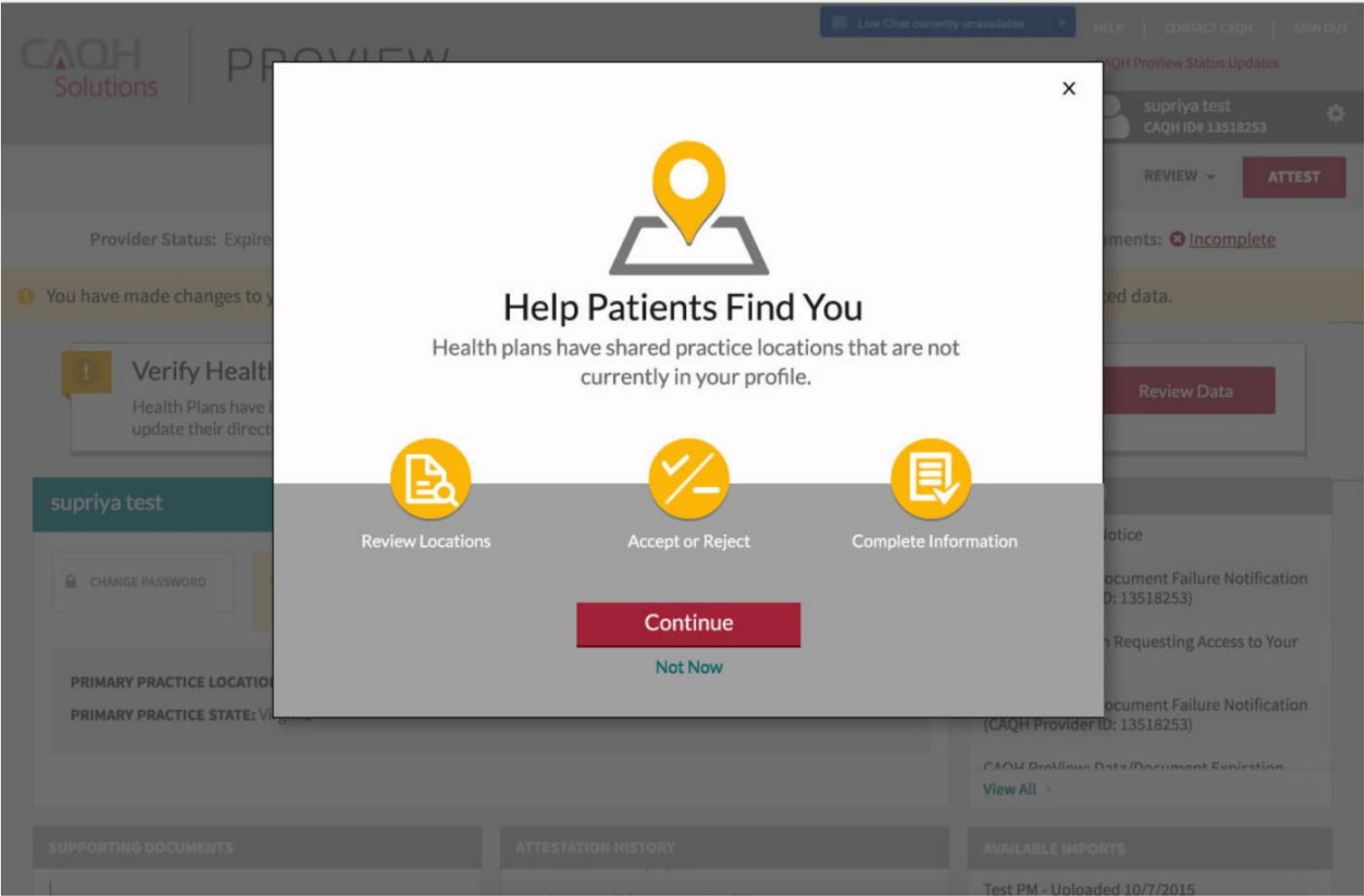


Health Plan 4

- Consolidates multiple potential health plan outreaches into a single outreach for each provider.
- Easy-to-use, web-based confirmation process.

DirectAssure 2.0 Solution Demonstration

Upon login, providers who have new Practice Locations on their profile are prompted to reconcile the Practice Locations via DirectAssure



Providers are first prompted for a decision regarding each new location as submitted by participating organizations

Do you practice here? [Learn More](#)

These locations may appear in health plan directories.
Reject locations where you do not practice.

Showing 5 locations

1123 CHESTNUT STREET
SUITE 100
WASHINGTON, D.C. 20020 1234

AcceptRejectI don't know

2123 AMBER STREET
SUITE 100
WASHINGTON, D.C. 20020 1234

AcceptRejectI don't know

3123 MAIN STREET
SUITE 100
WASHINGTON, D.C. 20020 1234

AcceptRejectI don't know

4404 WASHINGTON ST
SUITE 100

AcceptRejectI don't know

Locations currently in your Profile

Not Now

Confirm

Note: All rejected locations can be accessed from Practice Locations page

Do you practice here? [Learn More](#)

These locations may appear in health plan directories.
Reject locations where you do not practice.

Showing 5 locations

1123 CHESTNUT STREET
SUITE 100
WASHINGTON, D.C. 20020 1234

AcceptRejectI don't know

123 AMBER STREET
SUITE 100
WASHINGTON, D.C. 20020 1234

Rejected

Address is incorrect

--Reason--

Address is incorrect

No longer practice here

Never practiced here

Edit

3123 MAIN STREET
SUITE 100
WASHINGTON, D.C. 20020 1234

AcceptRejectI don't know

4404 WASHINGTON ST
SUITE 100

AcceptRejectI don't know

Locations currently in your Profile

Not Now

Confirm

Note: All rejected locations can be accessed from Practice Locations page

If a Provider is not able to Accept or Reject a practice location the Provider has the ability to select 'I don't know'

Do you practice here? [Learn More](#)

These locations may appear in health plan directories.
Reject locations where you do not practice.

Showing 5 locations

1	123 CHESTNUT STREET SUITE 100 WASHINGTON, D.C. 20020 1234	Accept	Reject	I don't know
2	123 AMBER STREET SUITE 100 WASHINGTON, D.C. 20020 1234	Accept	Reject	I don't know
3	123 MAIN STREET SUITE 100 WASHINGTON, D.C. 20020 1234	Accept	Reject	I don't know
4	404 WASHINGTON ST SUITE 100	Accept	Reject	I don't know

Locations currently in your Profile

Not Now Confirm

Note: All rejected locations can be accessed from Practice Locations page

- Plans must include as a part of their implementation planning a business process step that captures scenarios where providers respond with 'I don't know'
- If a Provider selects 'I don't know' they will be prompted to answer this question the next time they login.

Practice Location addresses that are “Accepted” or entered manually by Providers are automatically run through USPS Standardization

Add Practice Location

Enter your information below to create a new location

● ADDRESS

● TAX ID

● NPI

● PRACTICE AFFILIATION

The address you entered has been standardized by the United States Postal Service. Please confirm that the suggested address is correct.

You entered

300 NEWBURY ST suite 100

BOSTON, MA

02116

Standardized Address (Suggested)

300 NEWBURY ST STE 100

BOSTON, MA

02115-2801

Continue

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CAQH

Solutions

For each Practice Location address that is “Accepted”, Providers will specify the Practice Affiliation for that particular service location

Add Practice Location

Enter your information below to create a new location

- ADDRESS
300 NEWBURY ST
BOSTON
MA,02115-2801
- TAX ID
- NPI
- PRACTICE AFFILIATION

PRACTICE AFFILIATION

* Do you practice at this location?
Select Yes if you currently practice at this location or will be practicing there in the near future.
☒ Yes ☐ No

* Please describe your affiliation with this location.

I cover or fill-in for colleagues within the same medical group on an as needed basis.

--Select--

I see patients here at least one day per week on a regular basis.

I see patients here at least one day per month, but less than one day per week on a regular basis.

I cover or fill-in for colleagues within the same medical group on an as needed basis.

I read tests or provide other services but I do not see patients at this location.

Other

Locations “Accepted” by the provider require data entry to be completed

PERSONAL INFORMATION

PROFESSIONAL IDS

EDUCATION

PROFESSIONAL TRAINING

SPECIALTIES

PRACTICE LOCATIONS

HOSPITAL AFFILIATIONS

CREDENTIALING CONTACTS

PROFESSIONAL LIABILITY INSURANCE

EMPLOYMENT INFORMATION

PROFESSIONAL REFERENCES

DISCLOSURE

PRACTICE LOCATIONS

Please add practice location information for each practice at which you currently, or will in the near future, see patients, fill in for other providers, read tests, or provide other services. If you do not practice at a location that appears in the list, please click Edit to update your status.

Make sure to enter all group/practice information in the Employment Information section of your profile.

!

Help Patients Find You

Health plans have shared practice locations that are not currently in your profile.

Review Now

PRACTICE LOCATIONS

Preview Provider Directory Data

ImportADD

Practice Name	Tax ID	Location	Actions
Boltston Practice	11-0000003	580 BOYLSTON ST BOSTON, MA 02116 Phone: 617-657-9800	Primary Practice Edit Archive
Grand Street Practice	11-0677903	724 Grand Street Boston, MA 02117 Phone: 617-111-1100	Edit Archive
Newbury MD	89-0927890	300 NEWBURY ST BOSTON, MA 02115-2801 Phone: 617-111-1111	Edit Archive

ARCHIVED AND REJECTED LOCATIONS

These are locations that you rejected or archived from your profile.

Show

Save and Go Back

Save & Continue

Rejected Locations will appear in this table and have the ability to be “Restored”

Providers will navigate through each of the tabs below to validate their information for every active practice location

PRACTICE LOCATIONS

Back to List

* Required fields are indicated with a red asterisk. All other fields are optional.

Boltston Practice 580 BOYLSTON ST BOSTON, MA 02116	Tax Id 11-0000003 More Information	NPI Edit
--	---	------------------------------------

GENERAL INFORMATION

PARTICIPATION

HOURS

COVERAGE & CONTACT

PRACTICE LIMITATIONS

ACCESSIBILITY

SERVICES

Phone Numbers

To meet provider directory requirements, the phone number entered in the "Office Phone Number" field must be the number that a patient uses to make an appointment. If the provider does not take appointments, enter the main number for the location.

* Office Phone Number	Phone Extension	Fax Number
617-657-9800		

- Tab Legend
- General Information – general information related to the practice location
 - Health Plan Participation – participation and whether provider accepts new patients specific to each health plan
 - Hours – office hours for the practice location
 - Coverage & Contact – associate/colleague coverage and contact info related to practice location
 - Practice Limitations – limitations associated to practice location
 - Accessibility – accessibility (ADA, Handicap) related to practice location
 - Services – special services & languages offered at practice location

Under the Health Plan Participation tab, Providers will specify their Health Plan Participation and if they Accept New Patients on behalf of each Health Plan

PRACTICE LOCATIONS

Back to List

Required fields are indicated with a red asterisk. All other fields are optional.

Costa Practice

292 WASHINGTON ST

BOSTON, MA

02108-4638

Tax Id

12-3456678

More Information

NPI

1234134123

More Information

Edit

GENERAL INFORMATION

PARTICIPATION

HOURS

COVERAGE & CONTACT

PRACTICE LIMITATIONS

ACCESSIBILITY

SERVICES

HEALTH PLAN PARTICIPATION

Please indicate if you are in the contracting process or currently contracted with the Participating Organizations listed below. If you are, please indicate your panel status for new patients.

PARTICIPATION

Plan	Participation	Actions
AetnaTest001	* Do you participate with any products or plans for AetnaTest001 at this location? * Are you accepting NEW patients with AetnaTest001 at this location?	☒ Yes ☐ No ☐ I don't know ☐ Yes ☒ No
Demo Health Plan	* Do you participate with any products or plans for Demo Health Plan at this location? * Are you accepting NEW patients with Demo Health Plan at this location?	☒ Yes ☐ No ☐ I don't know ☒ Yes ☐ No

Accessibility options for each Practice Location

PRACTICE LOCATIONS

[Back to List](#)

* Required fields are indicated with a red asterisk. All other fields are optional.

Practitioners Inc 7 GRAND STREET #6 BRONX, NY 10453-8202	Tax Id 32-6598763 More Information	NPI 9865326595 More Information	Edit
---	---	--	----------------------

GENERAL INFORMATION

PARTICIPATION

HOURS

COVERAGE & CONTACT

PRACTICE LIMITATIONS

ACCESSIBILITY

SERVICES

Copy answers from :

(Please Select)

Accessibility

Does this office meet ADA accessibility requirements?

- ☒ Yes
- ☐ No

Does this office provide handicapped accessibility?

- ☐ Yes
- ☐ No

Please specify how this location meets handicapped accessibility requirements

- ☒ Select All
- ☒ Exterior building
- ☒ Interior building
- ☒ Wheelchair access to exam room
- ☒ Exam table/scale/chair
- ☒ Gurneys & Stretchers
- ☒ Portable lifts
- ☒ Radiologic equipments
- ☒ Signage & documents
- ☒ Parking
- ☒ Restroom

Is this office accessible by public transportation?

- ☒ Yes
- ☐ No

Do you have TDD(hearing impaired device) available

- ☐ Yes
- ☐ No

Cultural Competency Training – located within the Professional Training section

Save

PERSONAL INFORMATION

PROFESSIONAL IDS

EDUCATION

PROFESSIONAL TRAINING

Internship

Residency

Fellowship

Cultural Competency Training

Other Training

PROFESSIONAL TRAINING

Import

* Required fields are indicated with a red asterisk. All other fields are optional.

Please enter information about your internship, residency, and other training programs. Please be specific as possible when entering contact information, as it will be used by your authorized health plans/organizations to verify your training.

Internship

* Did you do any internships?

Yes

Cultural Competency Training

Provider directories are required to show whether a provider has completed a cultural competency training.

Have you completed a cultural competency training?

- Yes

No

Behavioral Health special experience, skills and training

←

Save

→

+ PERSONAL INFORMATION

+ PROFESSIONAL IDS

+ EDUCATION

+ PROFESSIONAL TRAINING

- SPECIALTIES

Primary Specialty

Secondary Specialty

Additional Speciality

Failed Board Examination

Certifications

Clinical Practice

Other Interests

Other Professional Activities

Special Experience, Skills and Training

Special Experience, Skills and Training

Please select one or more special experience, skills and training that apply from the list below:

- | | |
|--|---|
| ☐ Anger Issues | ☐ HIV/AIDS |
| ☐ Anxiety | ☐ Lesbian, Gay, Bisexual, Transgender (LGBT) Issues |
| ☐ Attention Deficit/Hyperactivity Disorder (ADHD) | ☐ Marriage and Family Therapy |
| ☐ Autism Spectrum Disorders | ☐ Medical Illness and Therapy |
| ☐ Bipolar Disorder | ☐ Medication Management and Therapy |
| ☐ Blindness Or Visual Impairment | ☐ Neuropsychological Testing (Adolescents) |
| ☒ Children in the Care or Custody of DCF (Department of Children and Families) | ☐ Neuropsychological Testing (Children) |
| ☐ Child Welfare | ☐ Obsessive Compulsive Disorder (OCD) |
| ☐ Chronic Illness | ☐ Physical Disabilities |
| ☐ Co-occurring Disorders | ☐ Play Therapy |
| ☐ Deafness Or Hard-of-hearing | ☐ Postpartum Depression and/or Psychosis |
| ☐ Depression | ☐ Psychological Testing (Children or Adolescents) |
| ☐ Dialectical Behavioral Therapy (DBT) | ☐ Serious Mental Illness |
| ☐ Gender Identity Disorder | ☐ Sleep Disorders |
| ☐ Geriatric Behavioral Health | ☐ Substance Abuse |
| ☐ Group Therapy | ☐ Trauma |
| ☐ Homelessness | ☒ Youth Affiliated With DYS (Department of Youth Services) Either Detained or Committed |
| ☐ Other | |

DirectAssure provider outreach

Dashboard Alert:



A system-generated alert within CAQH ProView appear for providers who need to attest to their information.

Email Outreach:



Providers are emailed quarterly to review and attest their information.

Phone Outreach:



The CAQH staff contact providers who do not attest.



Providers review and attest to their information within CAQH ProView.

Quarterly

All communication attempts and responses are logged and delivered in a monthly Outreach Compliance Report for audit purposes. Participating plans are using this feature to demonstrate compliance with quarterly outreach requirements.

Providers rostered for DirectAssure receive reminder emails quarterly

Health plans are using CAQH ProView to make it easy for you to collect and share accurate directory information. Simply review your “Provider Directory Snapshot” to ensure that patients have the most accurate information about your practice – such as address, phone number, office hours and more.

If nothing has changed since your last attestation, no action is required.

The Centers for Medicare & Medicaid Services requires plans to contact you *every 90 days* to check this information. By maintaining an up-to-date CAQH ProView profile, you can help ensure that your network plans have the most up-to-date information in their directories.

Are you a practice manager with multiple provider profiles? We can help.

To minimize the number of communications you may receive from health plans, at the bottom of this email is a complete list of ID’s you have requested to receive communication on behalf of.

Online resources are available on the CAQH website: <https://www.caqh.org/solutions/use-caqh-proview-share-directory-updates>

- Provider Directory Reference Guide
- Provider Directory Fact Sheet
- How-to Videos

Still need assistance? Contact the Help Desk via the Live Chat feature in CAQH ProView.

Questions & Answers