Improve provider directory quality through a solution collaboratively developed with health plans.

Maintaining accurate, timely provider directories has long been a challenge for health plans. Concerns about provider directory accuracy have only increased in an era of narrow networks, when many consumers base their choice of plan on this information. New Federal and state requirements mean that health plans must now contact providers more frequently to update and confirm their practice data. Developed in collaboration with CAQH member health plans, DirectAssure helps health plans meet these requirements. DirectAssure works in concert with CAQH ProView®, which is accessed by 1.4 million providers to self-report and regularly attest to their professional and practice information. Hundreds of health plans already use CAQH ProView for credentialing and other data needs.

DirectAssure enables providers to update their directory information once and share it with all participating health plans they authorize to receive that data. This process reduces the need for direct health plan outreach to providers, saving time and expense. It decreases the extraordinary number of redundant requests providers receive from each health plan for the same information.

DirectAssure reduces the need for direct health plan outreach to providers, saving time and expense.

How DirectAssure Works

- DirectAssure emails reminders, on at least a quarterly basis, to select providers on behalf of participating health plans to review their directory information.
- Providers log in to CAQH ProView, review a specific dataset in a Provider Directory Snapshot, make any necessary updates and then confirm that the directory information can be published.
- The confirmation is time stamped, and a snapshot of information is taken for audit purposes.
- This directory data includes provider location, contact information, specialty, medical group, institutional affiliation and whether they are accepting new patients.
Participating health plans have access to the Outreach Compliance Report, an auditable record of provider outreach performed by DirectAssure. This report includes all active providers on a participating health plan’s directory roster who have reviewed and confirmed their directory information, a record of all provider-facing communications, and the outcomes of those communications.

**DirectAssure Benefits**

DirectAssure reduces the administrative burden for health plans and providers associated with collecting the data needed to update and maintain provider directories, and enables consumers to make more informed choices about their care.

**Health Plans**

- Enables plans to more easily meet Federal and state requirements, and avoid potential penalties for noncompliance.
- Leverages the self-reported data of more than 1.4 million providers who already know and use CAQH ProView.
- Eliminates the need for each health plan to reach out often to the healthcare providers in their network to obtain practice updates.
- Helps increase directory accuracy.
- Delivers a secure, shared solution that reduces administrative costs by employing a one-to-many approach that benefits all participating plans.

**Healthcare Providers and Practice Managers**

Reduces the burden associated with redundant health plan requests to regularly update directory information.

- Uses a new Provider Directory Snapshot within CAQH ProView, making it easy to review, update and confirm the data.
- Maintains information in one place and makes updates available in real time to all participating health plans designated by the provider.
- Saves time by enabling providers to perform two important functions concurrently—updating health plan directory information and re-attesting to CAQH ProView professional information.
- Offered at no charge to providers.

**Learn more.**

Dramatically reduce the frequency of outreach to providers and improve provider directory data quality. Get started by emailing sales@caqh.org or visit directassure.org to learn more.

CAQH, a non-profit alliance, is the leader in creating shared initiatives to streamline the business of healthcare. Through collaboration and innovation, CAQH accelerates the transformation of business processes, delivering value to providers, patients and health plans.