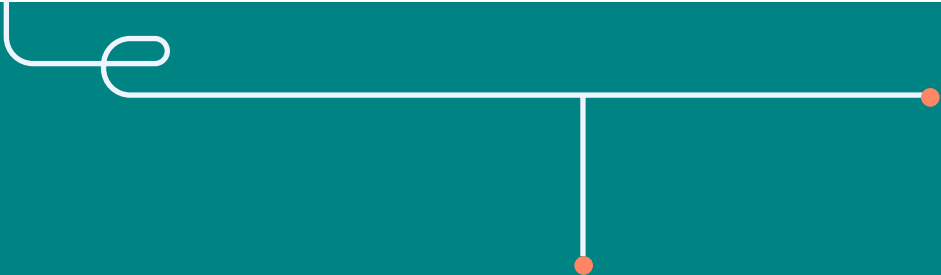




August 2024 Industry Snapshot

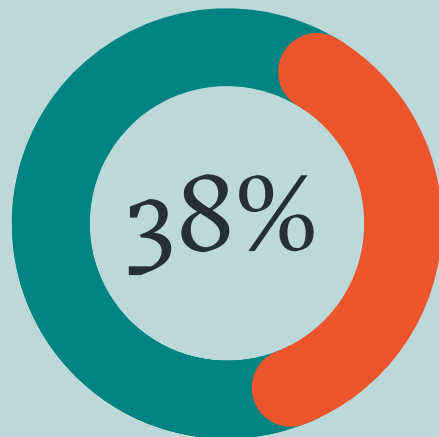
# The State of Provider Data Accuracy

**H1**



Inaccurate provider information isn't something new – it's a challenge the healthcare industry has struggled with for years, yet it still persists. It's become an accepted problem that health plans collectively spend billions of dollars and countless hours every year trying to solve. Health plans know the importance of building a positive experience for clients and members, yet they're faced with a massive amount of data from providers that is constantly changing.

Although people view their health plan as the most important factor for a positive healthcare experience, only 38% trust their health plan to find a provider that's right for them. The pain of these inaccuracies affects almost every aspect of finding, receiving, and paying for care.



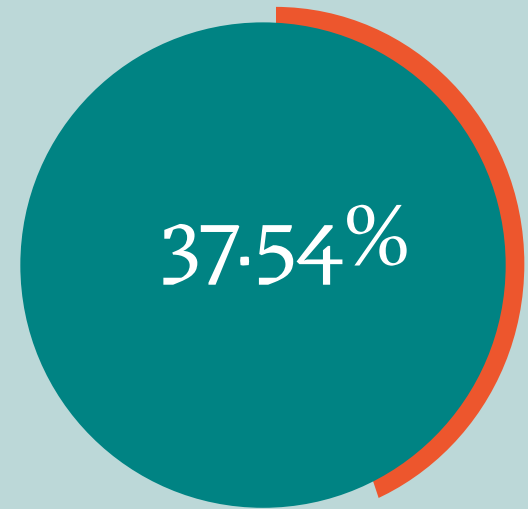
**only 38% trust their health plan to find a provider that's right for them.**

"If you have poorly maintained data, it risks delays in care, increased cost, your members get frustrated, and it turns into a churn around members and customers. The provider data doesn't just impact the directory, but it also has downstream implications on other important workflows like claim processing, contracting, credentialing, network design. The backbone of the network all relies on provider data."

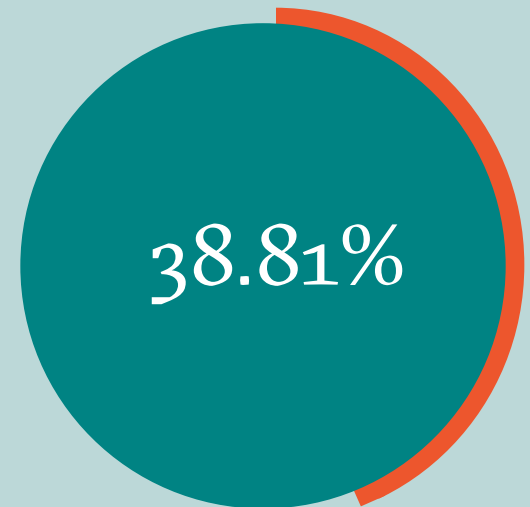
**– Dan Rosenthal, former CEO UnitedHealthcare West and President, UnitedHealth Networks**

So, where does  
provider data  
stand today?

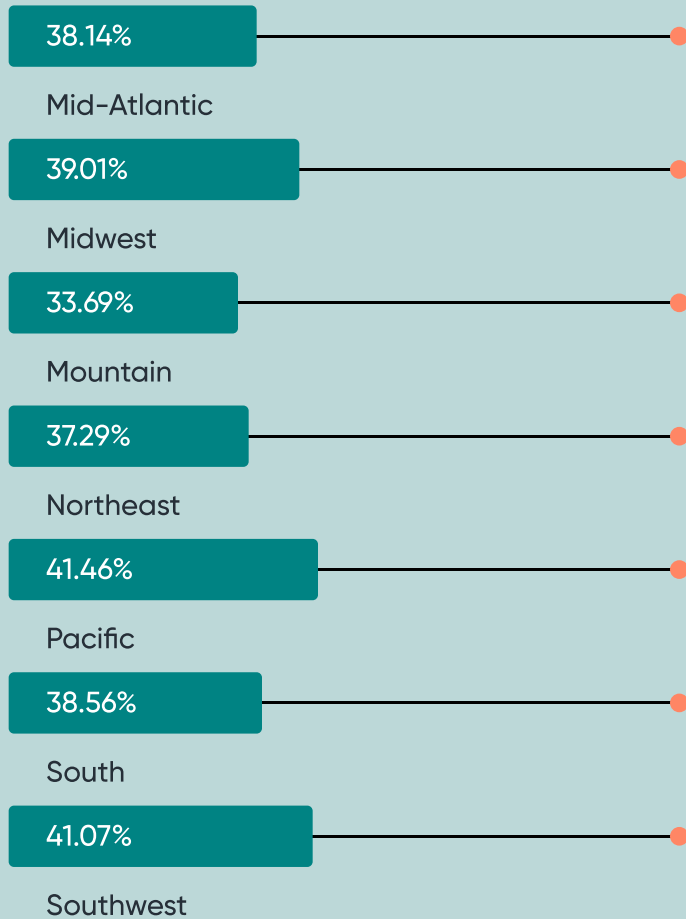
**Average Provider Data Accuracy**  
National Health Plans



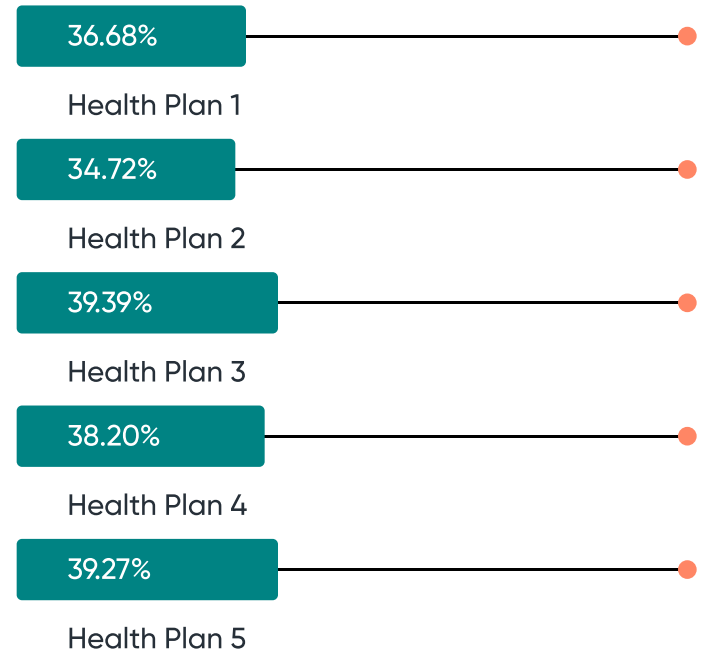
**Average Provider Data Accuracy**  
Regional Health Plans



## Health Plan Provider Data Accuracy by Region



## Provider Data Accuracy at 5 Top Health Plans

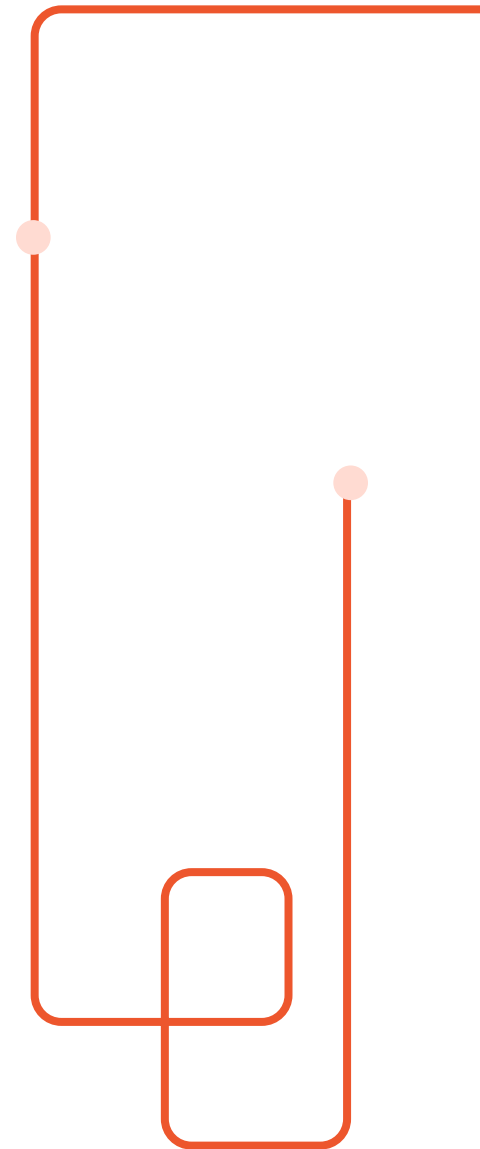


# How can health plans take action?

Whether you look at the data by region or health plan size, accuracy sits under 45%. Even the largest legacy health plans that typically have more robust resources and budgets have struggled to solve this challenge. With failing accuracy grades across the board, it's clear that prior solutions have not worked.

Where do health plans go from here? This is not an easy problem to solve, and there is no universal "perfect" directory for every use case and need. That's where H1 comes in. We partner with health plans to understand their unique needs and provide bespoke solutions that fit into a health plan's existing internal systems. Our solutions increase provider data quality by automating manual data intake tasks, processing and cleaning messy data, and significantly enhancing data.

Together, we'll partner to develop goals and processes to help lift your accuracy and comprehensiveness of data coverage.





Learn more about H1:

[h1.co/health-plans-digital-health](https://h1.co/health-plans-digital-health)

Or reach out to our team:

[h1.co/request-demo](https://h1.co/request-demo)

