

Ghost Networks: How provider data inaccuracies impact access to care

Inaccurate provider data continues to pose a significant risk to the healthcare industry's ability to close gaps in care and drive better patient outcomes.

Patients look to the directories published by their health plan as a trusted source of information. Unfortunately, health plans struggle to ensure the fidelity of the information they publish.

Let's take a closer look at the state of provider data in the US and the impact it has on our healthcare system.

Medicare Advantage enrollment is surging



Medicare Advantage plan enrollment has **more than doubled** in the past decade making reliable provider networks critical.

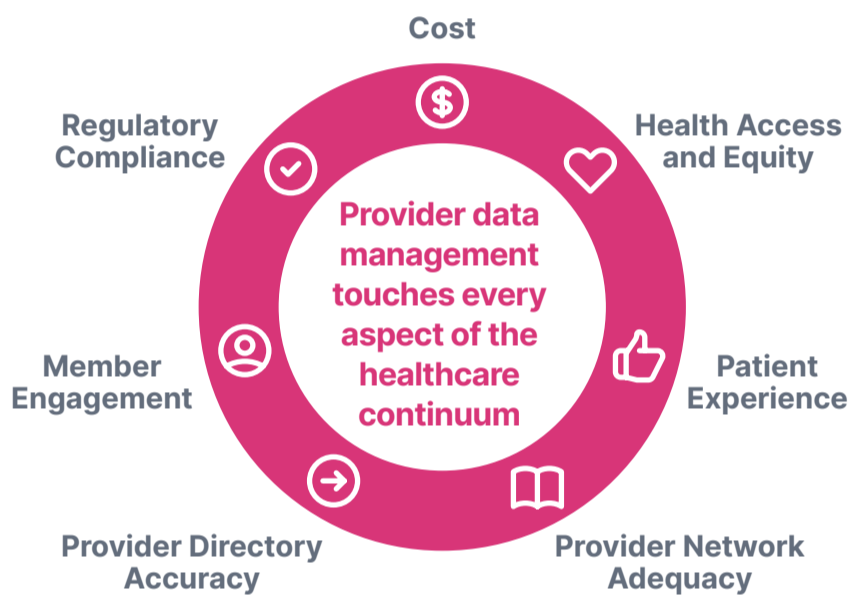


52% of physician listings in Medicare Advantage (MA) provider directories contain at least one inaccuracy.¹

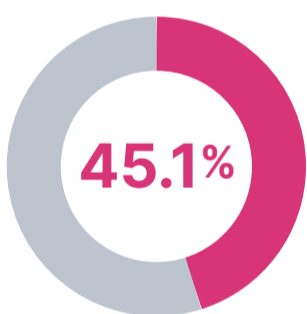


New health plan network regulations will fold in new quantitative standards that need to be maintained including:

- Time/distance standards
- Appointment wait times
- Minimum number of providers
- Essential community providers



Inadequate provider data management negatively impacts so many facets of the quintuple aim in healthcare



45.1% of provider locations listed in online directories are inaccurate.²

More than 50% of providers see patients every month who believe they are seeking care from an in-network doctor, when in fact the physician or practice is actually out of network.³

Health plans struggle to maintain current and accurate provider data for these top categories:

- Demographic (Name, DEA, Email, NPI, etc.)
- Facility or Organization (Hours, Languages, Affiliations, etc.)
- Performance and Quality (Ratings, License Actions, etc.)

According to recent research regarding provider data:⁴

- More than **50%** may be inaccurate
- **20%** of physicians change address and/or phone number
- **5%** status changes (licenses, sanctions, retirement)

H1 Precise: Transform how patients discover, evaluate, and engage doctors, while helping payors solve for provider data inaccuracies.

To learn more, visit www.h1.co/products/precise

¹ Provider directory data management, 2016, Optum

² www.cms.gov/Medicare/Health-Plans/ManagedCareMarketing/Downloads/Provider_Directory_Review_Industry_Report_Year2_Final_1-19-18.pdf

³ www.ajmc.com/view/survey-finds-physicians-need-more-accurate-and-efficient-network-directory-systems-

⁴ www.cms.gov/Medicare/Health-Plans/ManagedCareMarketing/Downloads/Provider_Directory_Review_Industry_Report_Year2_Final_1-19-18.pdf