

# PROVIDER DATA MANAGEMENT & DIRECTORY ACCURACY

Invalid provider data causes directory inaccuracies and may lead to access-to-care issues. Compliance with federal and state provider network reporting requirements and your plan's quality scores may be negatively impacted by inaccurate provider data. ATTAC Consulting Group helps solve common drivers of provider data inaccuracies.

## Factors That May Hinder Provider Directories:

- ✔ Listing providers at the group level rather than the individual level
- ✔ Provider delegated rosters that contain multiple addresses, which can inflate the number of locations
- ✔ Data containing providers that are retired or deceased
- ✔ Invalid or outdated data
- ✔ Challenges with timely provider engagement

## Internal Auditing & Process Testing

### Accurate provider data and directories require a sound data collection process and internal auditing

- ✔ Assess provider data workflow processes
- ✔ Strategic initiative development and system improvement
- ✔ Process improvements including handling of provider data information and updating transactions between businesses
- ✔ Provider engagement and education
- ✔ Data cleansing and validation through mock audits
- ✔ Creation of dashboards and reports to monitor adherence of provider data

## ATTAC Solutions

Our guidance will help your plan improve workflow and reduce provider data inaccuracies, including:

### Develop outreach campaigns for higher response rates

Includes assistance with recommended quarterly outreach to providers, including managing campaigns through various channels.

### Implement provider “clean-up” projects

We perform audits to determine inaccuracies and correct provider data. We collaborate with your internal departments and, when applicable, your external vendors to create a streamlined process. Our team’s expertise helps guide client partners in developing effective provider rosters to ensure accurate and consistent data collection.

### Provider education outreach

Provider education can increase the response rate and encourage providers to update information with your plan.



## WHY WORK WITH ATTAC CONSULTING GROUP?

ATTAC’s Provider Network Management team supports all provider-related activities for managed care organizations and health plans, health systems, accountable care organizations, clinically integrated networks, independent provider associations and large provider groups.

Building and managing effective provider networks and operations is a foundation for managing cost, quality and value, along with enhancing member engagement and provider satisfaction. Our expertise in network strategy and development, and network operational effectiveness and compliance, offers a flexible approach to meet the specific needs of each of our clients in commercial, Medicaid, Medicare, special-needs plans, military programs, and workers' compensation programs across the United States.

**Learn how we can help you assess and improve your provider data management process.**

