# Provider Data Management
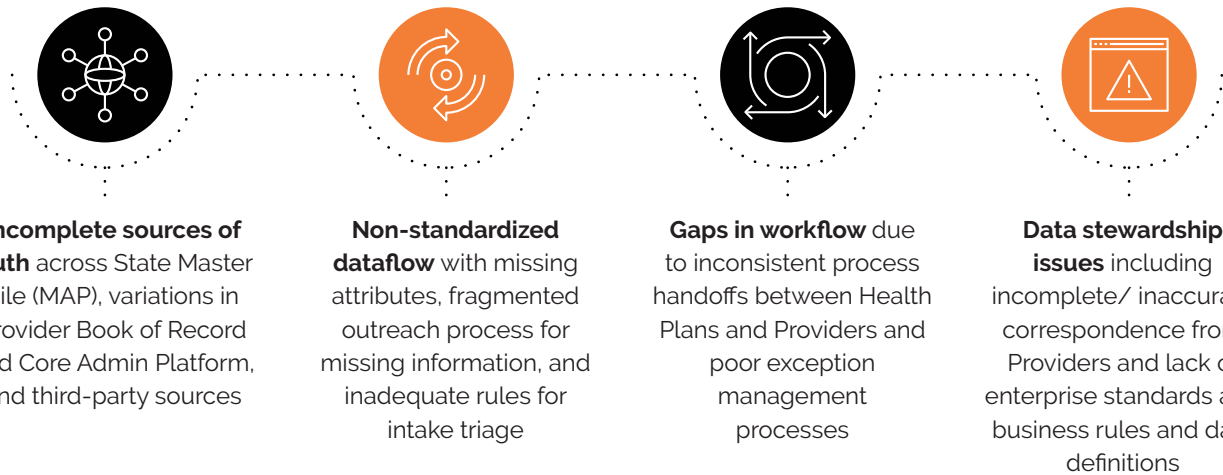
## Digital-first solution for exceptional provider experiences

Provider data is constantly evolving. Approximately **2.4%** of Provider demographics change every month and **30%** of Provider affiliations change annually. Poor data management results in stale data, driving up costs and impacting patient and provider experiences.
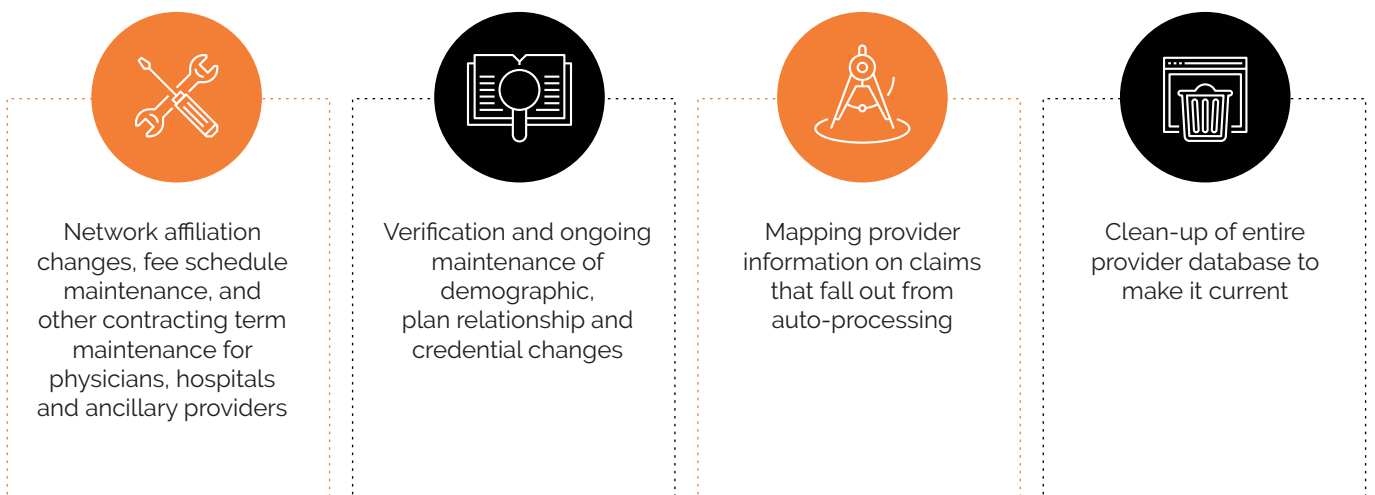
Typically, **30% to 40% of Health Plan records for Providers** contain errors or missing information. Improving Provider data accuracy increases accuracy of claims adjudication and reimbursement and elevates the overall member and Provider satisfaction. But several roadblocks stand in the way of optimizing Provider Data Management (PDM).

**Incomplete sources of truth** across State Master File (MAP), variations in Provider Book of Record and Core Admin Platform, and third-party sources

**Non-standardized dataflow** with missing attributes, fragmented outreach process for missing information, and inadequate rules for intake triage

**Gaps in workflow** due to inconsistent process handoffs between Health Plans and Providers and poor exception management processes

**Data stewardship issues** including incomplete/ inaccurate correspondence from Providers and lack of enterprise standards and business rules and data definitions

What's more, the **Consolidated Appropriations Act (CAA)**, that goes into effect from **January 1, 2022**, places additional burden on Health Plans around ensuring Provider data accuracy. It mandates that Providers verify and update provider directory information at least once every **90 days**, establish a provider database on a public website, and rapidly respond to member requests for information about in-network provider or facility – among other requirements.

# Go from outdated to updated

There is significant overlap between the data used for credentialing and maintaining Provider directories. Firstsource's digital-first Provider Data Management (PDM) solution blends omnichannel Provider outreach with automated updates, enhancing both member and provider outcomes. It integrates with current Provider directory and listings, ensuring compliant, readily available and up-to-date data.

Network affiliation changes, fee schedule maintenance, and other contracting term maintenance for physicians, hospitals and ancillary providers

Verification and ongoing maintenance of demographic, plan relationship and credential changes

Mapping provider information on claims that fall out from auto-processing

Clean-up of entire provider database to make it current

# Stay ahead with Firstsource

**Reduced administrative burden**

**Improved quality resulting in more accurate and faster claims payments, and lower penalties and late payment interest**

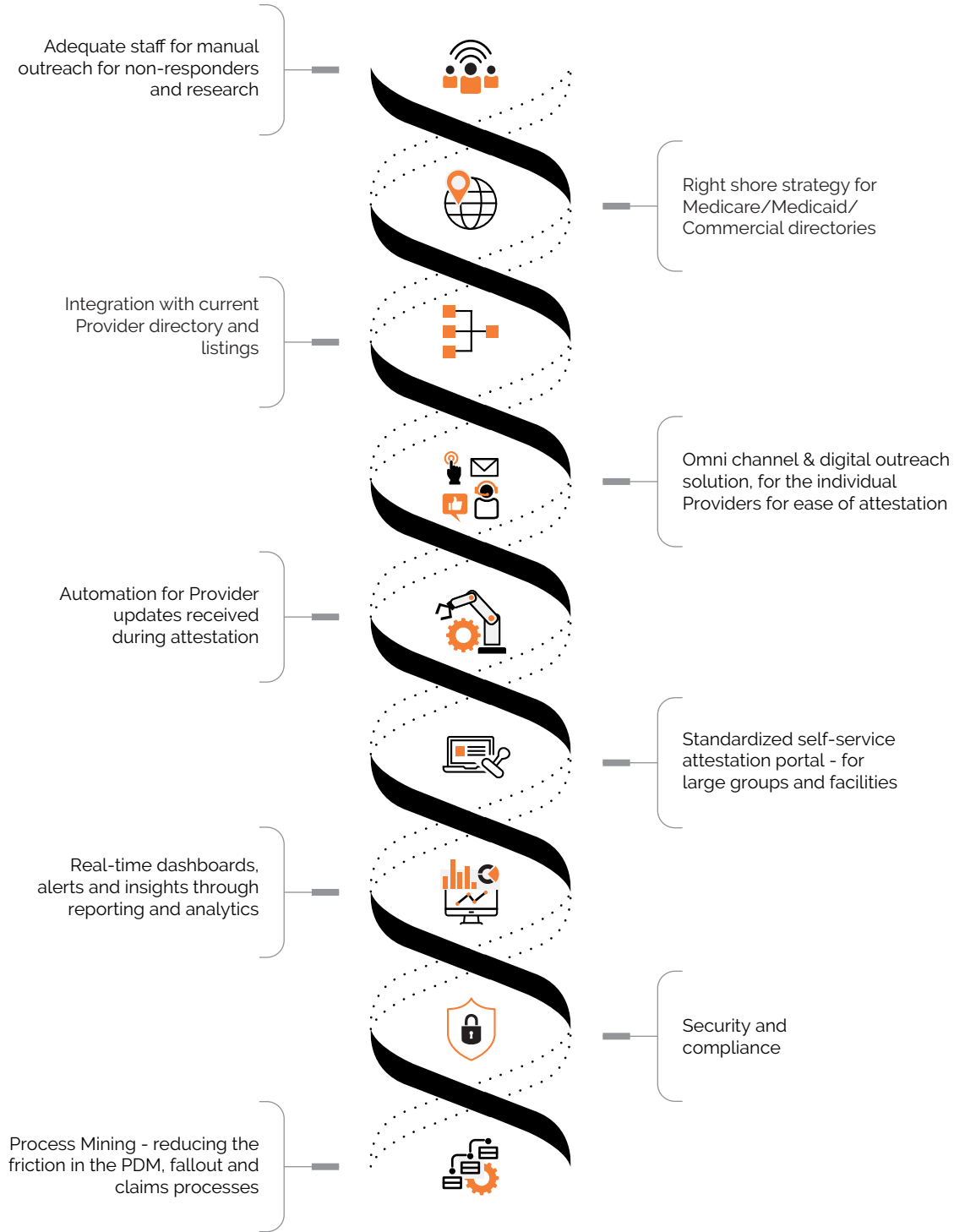**Improved productivity and significant cost savings**

**Elevated member and Provider experiences and reduced member churn**

# Solution highlights

▸ **Omnichannel outreach solution**, spanning Text, Email, Chat, Online Platform and Voice, increasing activation and engagement for Health Plans while enhancing convenience for Providers

▸ **Automated Provider updates** for rapid and accurate processing. PDM lends itself to Robotic Process Automation (RPA) as it involves simple, rules-based tasks using standardized and structured data such as adding a Provider to the directory or updating a practice location

▸ **Process mining** to reduce the friction in PDM, Fallout and Claims processes

▸ **Real time dashboards, alerts and insights** through reporting and analytics

▸ **Right shore** strategy for Medicare/Medicaid/Commercial directories

▸ **Dedicated staff** for manual outreach for non-responders and research

# How we do it

Adequate staff for manual outreach for non-responders and research

Right shore strategy for Medicare/Medicaid/ Commercial directories

Integration with current Provider directory and listings

Omni channel & digital outreach solution, for the individual Providers for ease of attestation

Automation for Provider updates received during attestation

Standardized self-service attestation portal - for large groups and facilities

Real-time dashboards, alerts and insights through reporting and analytics

Security and compliance

Process Mining - reducing the friction in the PDM, fallout and claims processes

Looking to reduce friction in Provider Data Management and Credentialing processes and enhance member and provider experience? **We can help**

Speak to our experts: **Click here**