

Why is an accurate provider directory so hard to achieve?

49%



listed **provider locations** are **inaccurate**¹

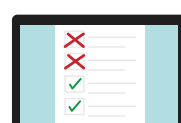
25% yearly TURNOVER of providers



\$25,000 fine per beneficiary for errors!³



48%



inaccurate provider records in the NPPES* registry

\$2.1 billion

annual spend to maintain provider directories²



RETURN ON INVESTMENT?

Unhappy consumers **70%**

- “Surprise billing” – provider is out of network⁵
- Could not schedule with selected provider



Dissatisfied clinicians

50% encounter out of network patients⁴
31% missing from provider directories

We can do better!

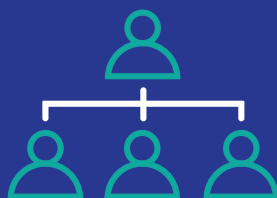
InterSystems HealthShare Provider Directory Master Data Management Solution



Automates information gathering and processing, and keeps content accurate and up to date



Publishes provider directory to the website and other locations



Shares information via FHIR 4.0 APIs per CMS rules and submits accurate NPPES data to CMS

Learn more at: InterSystems.com/ProviderDirectory



¹ https://www.cms.gov/Medicare/Health-Plans/ManagedCareMarketing/Downloads/Provider_Directory_Review_Industry_Report_Round_3_11-28-2018.pdf

² <https://www.fortherecordmag.com/archives/0918p10.shtml>

³ <https://www.fortherecordmag.com/archives/0918p10.shtml>

⁴ <https://www.fortherecordmag.com/archives/0918p10.shtml>

⁵ <https://www.kff.org/private-insurance/issue-brief/surprise-medical-bills/>

* National Plan and Provider Enumeration System