

n05482

NHIC Provider Directory Compliance

Values

Accountability • Integrity • Service Excellence • Innovation • Collaboration

Abstract Purpose:

To ensure a process for identifying practitioners and providers to be included in the Network Health Insurance Corporation (NHIC) directory with the purpose of providing members with an updated list of qualified participating practitioners and facilities from which they can seek in-network services.

Policy Detail:

To ensure a process for identifying practitioners and providers to be included in the NHIC directory with the purpose of providing members with an updated list of qualified participating practitioners and facilities from which they can seek in-network services.

Procedure Detail:

NHIC will allow each enrollee to select his or her own primary care practitioner (PCP) from a list of participating primary care physicians including other participating providers that are authorized by NHP to serve as PCP and any other participating providers authorized by NHP to serve as primary care providers who are accepting new enrollees.

Contracting decisions impact which practitioners appearing in NHIC Directory. Credentialing decisions impact which practitioners are eligible for listing in NHP provider directories.

Practitioners practicing on a temporary basis, at a facility that is contracted with NHIC, will not be listed in the NHIC directory. For example, practitioners with locum tenens status, or practitioners who provide part time coverage will not be listed in the NHIC directory.

The NHIC directory is created using data housed in QNXT. NHIC Provider Informatics Representatives are responsible for maintaining provider demographic data in the Provider Module of QNXT. Daily maintenance includes additions, terminations or changes of practitioner, facility and ancillary services data. Provider data is validated annually by Provider Informatics Representatives, following the Data Validation process.

The Network Health Medicare Advantage Plans Provider Directory information is updated in our online search function nightly, at NetworkHealthMedicare.com. A printed directory is created annually and updated quarterly.

Definitions:

None

Regulatory Citations:

None

Related Policies:

[n00198 - Credentialing Process](#)

Related Documents:

None

Origination Date: 06/20/2013	Approval Date: 12/07/2017	Next Review Date: 1/01/2019
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Policy Owner: Carisa Satorius	Department of Ownership: Provider Informatics	Revision Number: 1
Revision Reason: 10/12/2016 – Transferred to new policy template. 08/14/2017 – Updated policy owner.		