Provider Data Validation

Values

Accountability ● Integrity ● Service Excellence ● Innovation ● Collaboration

Abstract Purpose:

Network Health Plan/Network Health Insurance Corporation/Network Health Administrative Services, LLC and Marketplace (NHP/NHIC/NHAS/) ensures its demographic data for contacted providers is accurate.

Policy Detail:

NHP/NHIC/NHAS/Marketplace, validates at a minimum, quarterly and when new information is provided from the contracted group, ensuring that members have timely current information.

Procedure Detail:

Provider and Facility Information Validation

Individual Provider, Ancillary Service Provider, and Facility Provider demographic data is reviewed and validated three months prior to scheduled annual contract renewal activities. Provider Board Certifications, and Provider Hospital Affiliations are verified by the Credentialing department during the initial credentialing process, and again every three years. Provider Informatics initiates a process and works in conjunction with NHP's Credentialing Department to validate the following information by a contract within the contracted provider group:

1. Group Affiliation
2. Remit Name
3. Remit Address 1
4. Remit Address 2
5. Remit City
6. Remit State
7. Remit Zip
8. Remit Phone
9. Remit Fax
10. Provider Name
11. Provider Gender at Birth
12. Gender Identity
13. Sexual Orientation
14. Pronoun
15. Provider offers sign language/Braille
16. Provider Race
17. Provider Ethnicity
18. Provider Email Address
19. Provider Languages Spoken

20. Provider Acceptance of New Patients
21. Provider Specialty
22. Provider Specialty Count (number of specialties practiced/contracted for)
23. Provider Board Certifications
24. Provider Hospital Affiliations
25. Completion of provider annual cultural competency training attestation
26. Practice Location Name
27. Practice Location Status (Primary/Secondary)
28. Location Term Date (date provider no longer provides services at this
29. location)
30. Practice Location Address
31. Practice Location City
32. Practice Location State
33. Practice Location Zip
34. Practice Location Phone
35. Practice Location Fax
36. Practice languages spoken in clinic
37. Completion of practice/facility annual cultural competency training attestation
38. Does practice have access to a skilled medical interpreter
39. Hospital Information Validation
40. Hospital accreditations are verified by the Credentialing department during the initial credentialing process, and again every three years. Facility name and location are obtained on the credentialing application and validated every 3 years as part of the re-credentialing process (See related policy #00198 Credentialing Process Policy).
41. Website Provider Searches
42. Provider demographic data, which feeds NHP/NHIC/NHAS/Marketplace online website search, is from QNXT data source and refreshed daily
43. Hospital quality data, which feeds NHP/NHIC/NHAS/Marketplace online website search, is from Medicare.gov/Hospital Compare data source and refreshed daily
44. Printed Directories
45. For procedures followed surrounding the generation of printed directories, and frequency of printed directories being updated and available on the NHP/NHIC/NHAS/Marketplace websites see related policies

Should a contracted provider/group omit submission of validation of their provider(s) data on any given quarter, the provider(s) within said group will be removed from Network Health's provider directory for up to 30 days OR until submission is received by Network Health. If no receipt of data validation is received by Network Health from the provider or provider group after the above noted 30 days, the provider/group delinquent of supplying validation of provider data will be in breach of their contractual arrangements to maintain regulatory requirements and therefore their contract will be in jeopardy of termination.

Definitions:
None

Regulatory Citations:
NET 6, Elements C, D, G, H
Medicare Managed Care Manual Chapter 3, 100.4

Related Policies:
n00198 Credentialing Process
n05481 Provider Directory Compliance

Related Documents:

None

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