

n05481

## Provider Directory Compliance

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### *Values*

Accountability • Integrity • Service Excellence • Innovation • Collaboration

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#### **Abstract Purpose:**

To ensure a process for identifying practitioners to be included in the Network Health Plan/Network Health Insurance Corporation/Network Health Administrative Services, LLC (NHP/NHIC/NHAS) directories with the purpose of providing members with an updated list of participating practitioners and facilities from which they can seek in-network services.

#### **Policy Detail:**

To ensure a process for identifying practitioners to be included in the NHP/NHIC/NHAS directories 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:**

- I. NHP/NHIC/NHAS will allow each enrollee to select his or her own primary practitioner (PCP) from a list of participating primary care practitioners including other participating practitioners that are authorized by NHP/NHIC/NHAS to serve as PCP and any other participating practitioners authorized by NHP/NHIC/NHAS to serve as primary practitioners who are accepting new enrollees.
- II. Contracting decisions impact which practitioners appear in NHP/NHIC/NHAS Directories. Credentialing decisions impact which practitioners are eligible for listing in NHP/NHIC/NHAS provider directories.
- III. Practitioners practicing on a temporary basis, at a facility that is contracted with NHP/NHIC/NHAS, will not be listed in any NHP/NHIC/NHAS directories. For example, practitioners with locum tenens status, or practitioners who provide part time coverage will not be listed in NHP/NHIC/NHAS directories.
- IV. NHP/NHIC/NHAS directories are created using data housed in QNXT, Provider Informatics Representatives are responsible for maintaining practitioner 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 quarterly, following the Data Validation process. (See related policy n05382 Provider Data Validation).
- V. NHP/NHIC/NHAS produces separate practitioner directories for each line of business including:

- A. HMO/POS
- B. State of Wisconsin
- C. HIX SE
- D. HIX NE
- E. Medicare
- F. Medicare EGWP

- VI. NHP/NHIC/NHAS HMO/Point of Service Practitioner Directory & Reference Guide - is updated. Members/prospective members can call and request a copy at any time or access <https://networkhealth.com/find-a-doctor/> and click on provider search to access our online directory which will allow for members to perform a focused search which meets their intended criteria and print, download, or save their own intended search.
- VII. State of Wisconsin - The State of Wisconsin directory is used as a reporting tool to the State Department of Employee Trust Funds (ETF). This Directory does not include a "Map of Service Area"; the "Using the Network" section is specific to the State of Wisconsin employee referring employees to their "It's Your Choice" booklets. This directory is updated and printed annually for fall open enrollment.
- VIII. The State of Wisconsin Directory is placed online monthly. Updated addendums (listing termed practitioners) are updated and placed online annually for the State of Wisconsin.

#### Definitions:

None

#### Regulatory Citations:

Wis. Stat. 609.22(3)

#### Related Policies:

[n00198 Credentialing Process](#)

[n05382 Provider Data Validation](#)

#### Related Documents:

None

<b>Origination Date:</b> 06/20/2013	<b>Approval Date:</b> 11/16/2023	<b>Next Review Date:</b> 11/16/2025
<b>Regulatory Body:</b> OCI	<b>Approving Committee:</b> Quality Management Committee	<b>Policy Entity:</b> NHP/NHAS
<b>Policy Owner:</b> Andrea Albright	<b>Department of Ownership:</b> Credenitaling	<b>Revision Number:</b> 4
<b>Revision Reason:</b> 10/12/2016 – Transferred to new policy template. 05/14/2019 – Updated policy process, changed policy owner 09/12/2019 – Changed NH to NHP, updated policy owner - Policy not uploaded to QMC agenda; policy approved via e-vote on 10/2/19 08/04/2020 - Removed verbiage about printing semi-annually 8/3/2021 – Annual Review 8/2/2022 – Annual Review 8/1/2023 – Annual Review 8/1/2024 – Annual Review and updates 9/22/2023 – Annual Review 11/16/2023 – Approved at QMC 9/12/2024 – Approved at QMC		

