

# UNCOVERING THE HIDDEN HAZARDS OF THE INFLATED PROVIDER NETWORK

Your provider network is adequate, but is it accurate? Health plans often use outdated and inaccurate provider data to assess their networks. This means you might not be providing the coverage and services you think you are. To avoid the negative consequences of an overstated network, you want to focus on improving provider data accuracy.

## INACCURATE PROVIDER DIRECTORIES

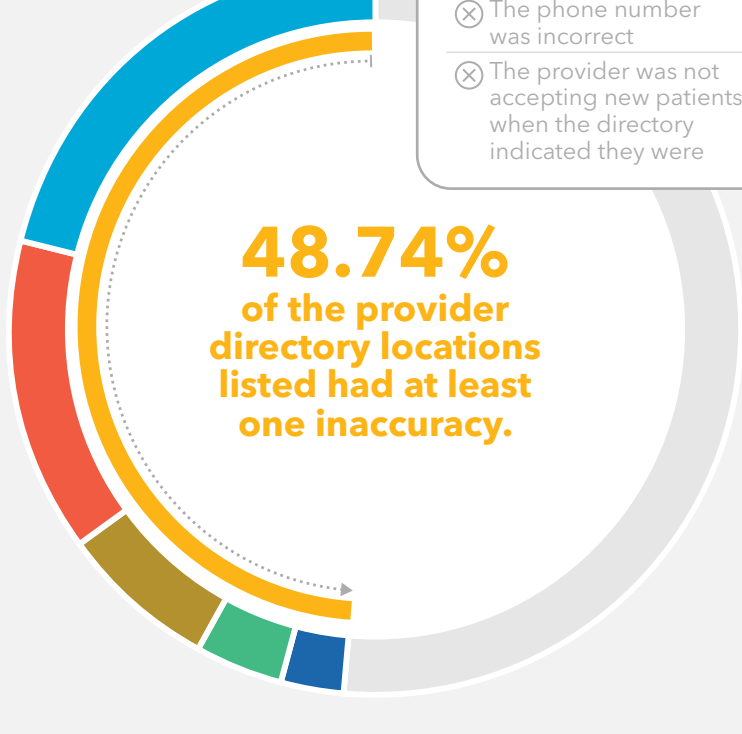
In 2015, the Centers for Medicare & Medicaid Services (CMS) received an alarming number of complaints from consumers about the accuracy of provider directories. In response, CMS conducted a review to examine the issue in more detail. What they found was shocking—a **staggering number of disparities between what was listed and what was accurate.**

- 1 INACTIVE PROVIDERS**  
Providers are deceased, retired, or on the Office of Inspector General Exclusion List.
- 2 EXCESSIVE LOCATIONS**  
Providers are listed at more than 5 locations.
- 3 UNLIKELY SPECIALTY COMBINATIONS**  
Providers are listed with multiple inaccurate specialties.
- 4 INCORRECT PHONE NUMBER**  
Providers are listed with the wrong phone number.
- 5 NOT ACCEPTING NEW PATIENTS**  
Providers are not accepting new patients when the directory indicates they are.

## CMS ONLINE PROVIDER DIRECTORY REVIEW

Results from investigating the accuracy of providers and their listed locations in online directories.

- 39.61%**  
Provider should not be listed in the directory at this location.
- 26.43%**  
Provider should not be listed at any of the directory-indicated locations
- 13.09%**  
Phone number needs to be updated
- 6.91%**  
Address needs to be updated
- 4.53%**  
Address (suite number) needs to be updated



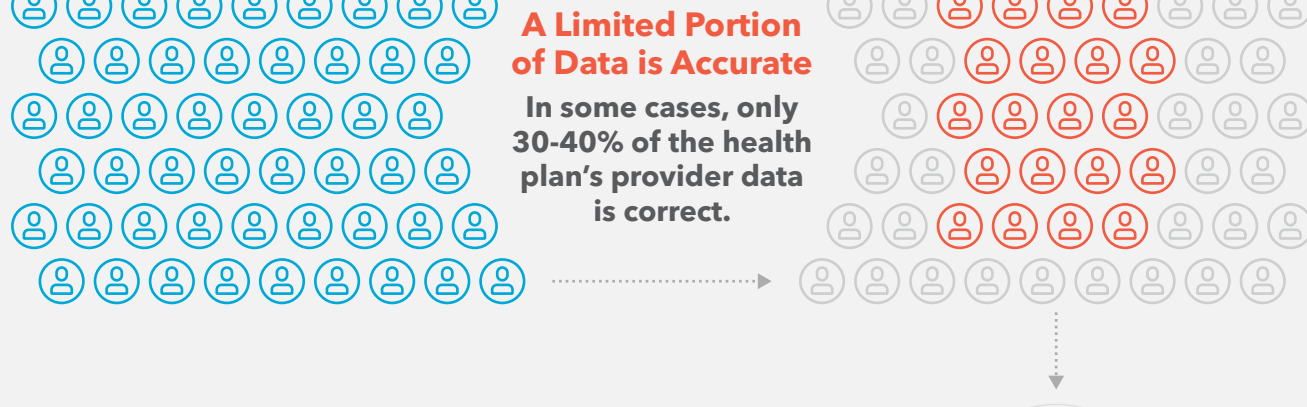
Inaccuracies included:

- ⊗ The provider was not at the location listed
- ⊗ The phone number was incorrect
- ⊗ The provider was not accepting new patients when the directory indicated they were

## THE INFLATED PROVIDER NETWORK

### HOW INACCURATE DATA IMPACTS PROVIDER NETWORKS

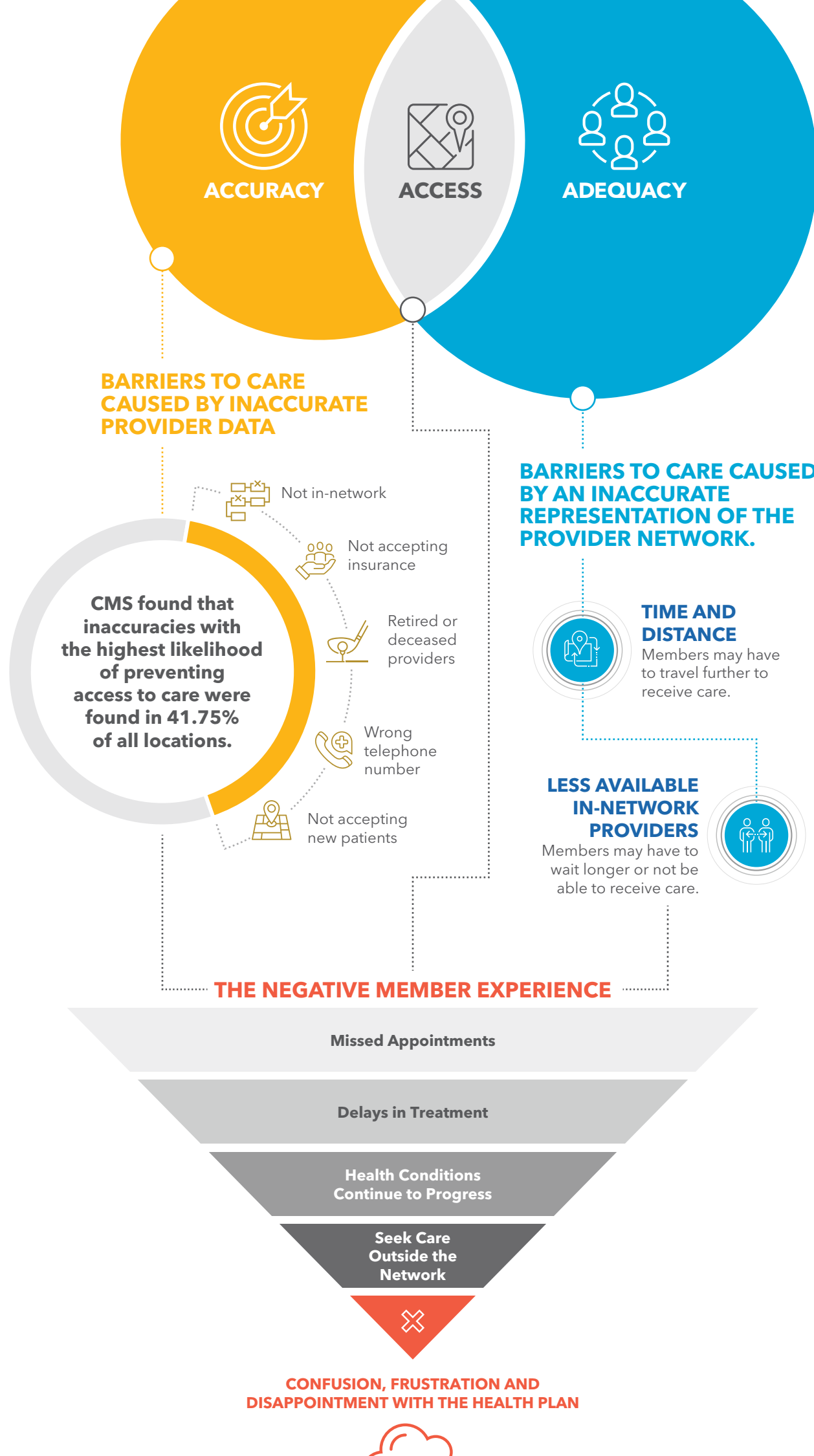
Health plans may believe their networks are accurate and adequate, but **their data can be misleading.**



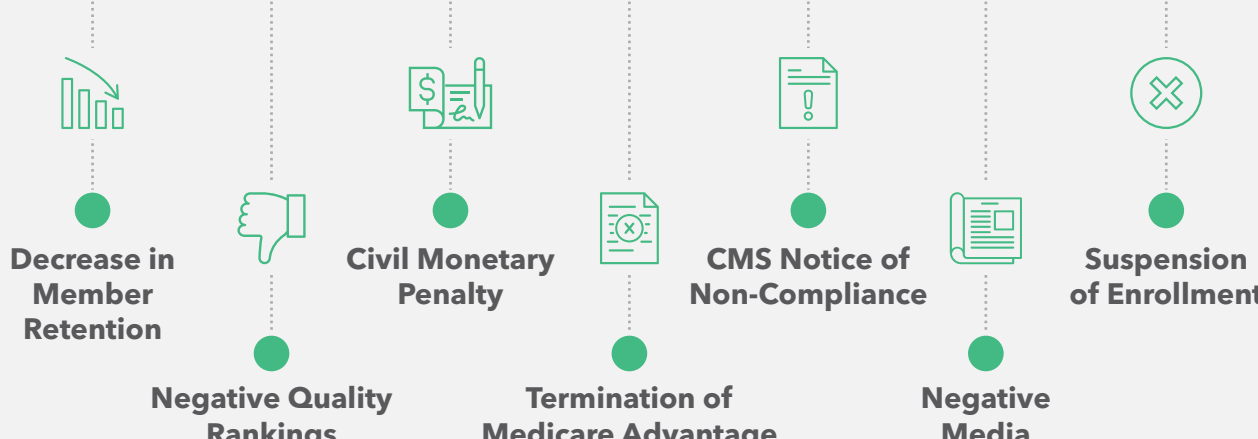
**INACCURATE REPRESENTATION OF COVERAGE**  
As a result of inaccurate provider data, networks may not accurately and adequately represent coverage. To prevent inflated networks and inadequate coverage, health plans must prioritize the use of accurate provider data.

## CONNECTING THE LINKS

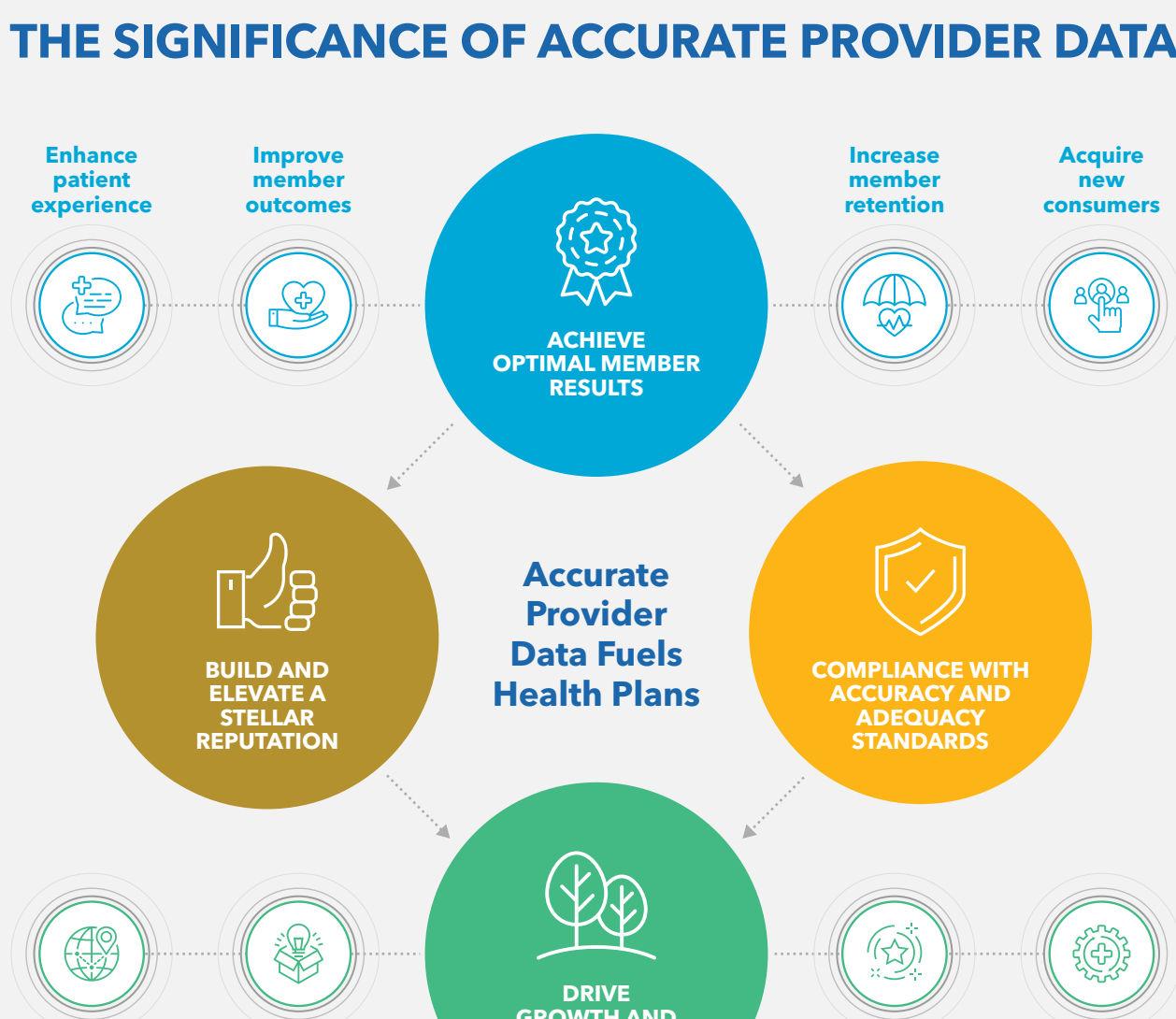
Managing network adequacy and provider data accuracy separately **negatively impacts the member experience.**



## THE COST OF DISSATISFIED MEMBERS AND NON-COMPLIANCE



## THE SIGNIFICANCE OF ACCURATE PROVIDER DATA



# SAVE TIME, STAY COMPLIANT WITH QUEST ANALYTICS™

Provider data accuracy is a complex and challenging issue, which is why **we provide proven solutions and comprehensive services** to handle the heavy lifting for you. From provider outreach & attestation to API capabilities and continuous compliance monitoring, we've got you covered. With our actionable analytics, automated network modeling and unbeatable expertise, you can focus on achieving your ultimate provider data objectives.

**Contact us today to see how we can help improve your provider data accuracy.**

