



Provider Directory Panel/Discussion



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Overview

- Background information
- Panel discussion of the major challenges
- Open discussion
 - How the challenges impact different size organizations
 - Approaches taken
 - Additional challenges
 - Opportunities for collaboration

History

- JAMA Dermatology, December 2014 – The Accuracy of Dermatology Network Physician Directories Posted by Medicare Advantage Health Plans in an Era of Narrow Networks
- CMS internal study – looking at PCP listings from online directories
- Congressional inquiries, media inquiries
- Anecdotal information (CTMs, provider complaints, etc.)

Recent Changes/Expectations

- 2016 Call Letter
- 2016 Medicare Marketing Guidelines
 - Section 60.4 & 100.4n
- Clarifying HPMS Memo

Challenges

- Industry-wide provider administrative burden to maintain their data with multiple plans
- Monthly provider communications
- Implementing the guidance of “real-time” updates for online directories
- Challenge of implementing multiple program requests – MA, Medicaid, Marketplace, etc.

Open Discussion