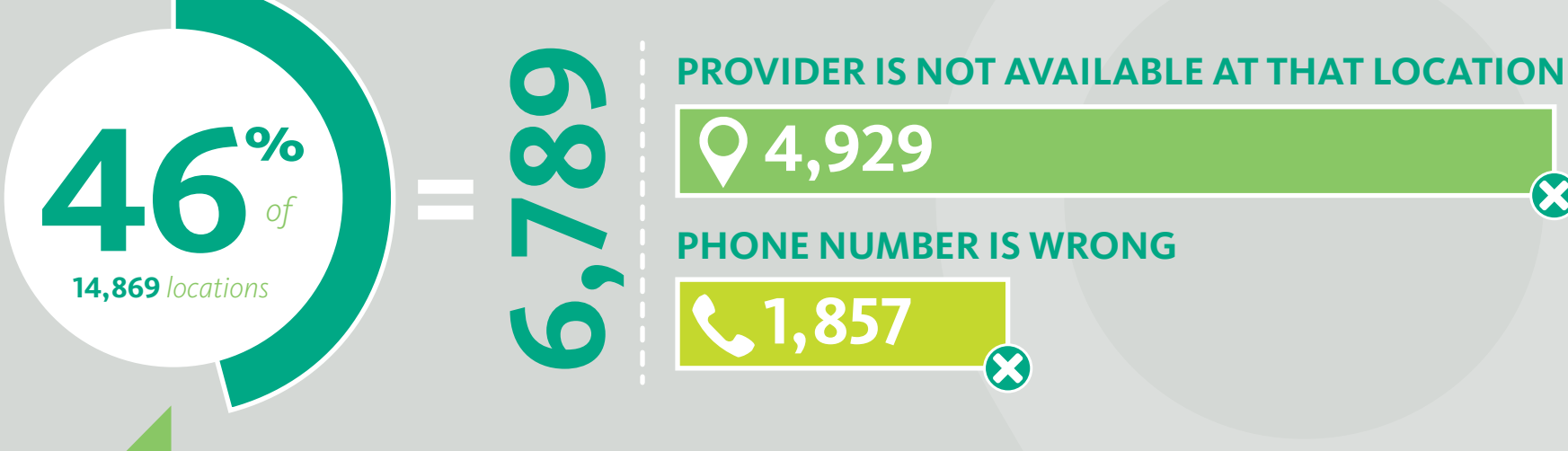


# CMS Reports on PROVIDER DIRECTORIES

## Errors present barriers to patient care



6,786 locations with at least ONE deficiency that is a barrier to care



Many practices list **every physician at every address**, even if that specific provider **never sees patients at some locations**. Providers can help by **making sure their directory entries reflect actual practices**, rather than where physicians are credentialed or might see patients.

## Thousands of Phone Calls

CMS looked at directory entries for: **108 providers** from each of **64 MAOs**. These entries represent **6,841 providers** at **14,869 locations**

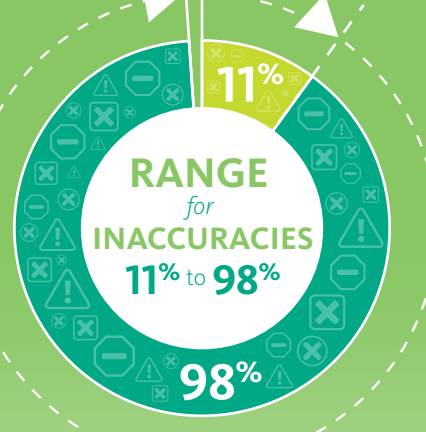
By the end of 2018, the directories for every MAO will have been checked by the CMS.

## Nobody's PERFECT

ALMOST HALF THE ENTRIES IN A TYPICAL DIRECTORY HAVE ERRORS

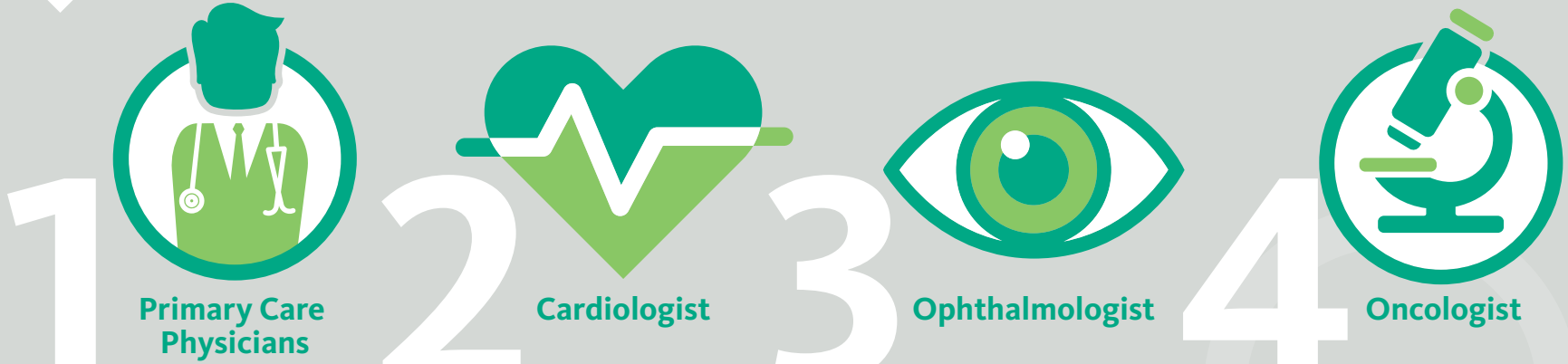
The average MAO directory had inaccurate information in

**48%** of its location entries



The CMS audit for an entry stops when the first deficiency is identified, so many of the entries shown likely had additional errors.

## CMS focuses on TOP 4 specialties



Most patients are looking for a physician with one of these specialties.

## Let's play 20 QUESTIONS

When auditors call a provider's office, they ask eight questions to check the directories' accuracy.

- Does the provider see patients at this location?
- Does the provider accept the MA-PD plan at this location?
- Does the provider accept (or not accept) new patients who have this MA-PD plan?
- Is the provider a (PCP, cardiologist, oncologist, or ophthalmologist)?
- Is the address correct?
- Is the telephone number correct? (Usually confirmed by dialing the phone number)
- Is the provider's name correct?
- Is the practice name correct?

## Errors come in SEVERAL TYPES



Where Doctors Are	Who Doctors See
90%	10%

Number Identified	Type of Deficiency	Total Percentage
3,346	Provider not listed in the directory at this location	41.05%
1,582	Provider should not be listed at any of the directory-indicated locations	19.41%
1,543	Phone number needs to be updated	18.93%
507	Phone number needs to be updated	6.22%
351	Address (suite number) needs to be updated	4.31%
389	Provider IS accepting new patients	4.77%
342	Provider is NOT accepting new patients	4.20%
73	Specialty needs to be updated	0.90%
18	Provider name needs to be updated	0.22%
1	Provider should not be listed in the directory as treating patients for this specialty	0.01%

## Most health plans are NOT in compliance

CMS issued compliance actions based on their audit



Awareness of the problems caused by inaccurate provider data is growing and solutions are becoming available, but it will take most health plans some time to address the root causes of their directory errors.