

Who cares about PROVIDER DATA?

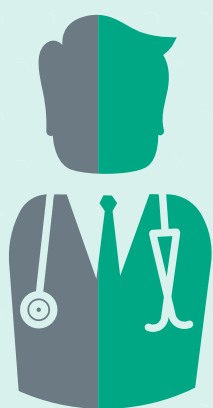
Inaccurate provider data affects everyone in the healthcare system. **Here's how:**



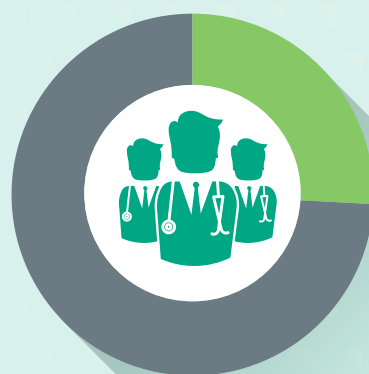
40%
of entries in
provider directories
are inaccurate¹



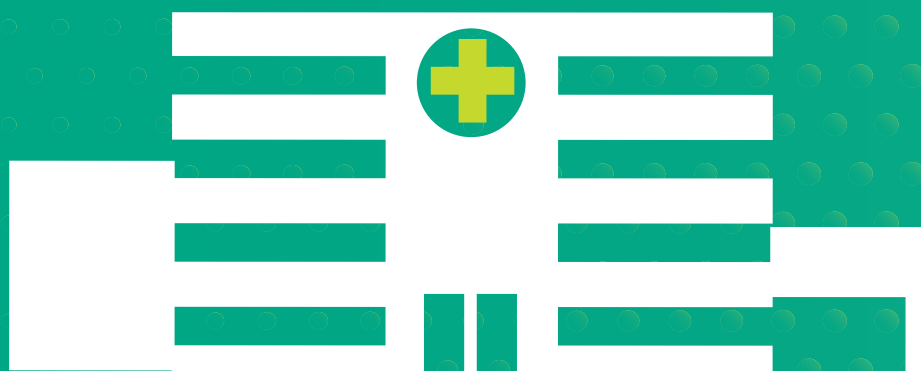
\$505
is the difference
between in-network
and out-of-network
patient responsibility
for an \$825 medical bill²



**MORE THAN
HALF**
of the providers in
directories were not
at the location listed,
or were dead, retired, or
not accepting patients³



26%
of physicians say
they get multiple
calls per day from
health plans seeking
clinical information⁴



\$5.90
Cost per phone call for
referral authorizations⁵



Fines paid by two California
health plans for inaccurate
directories⁶



Class-action settlement
resulting from inaccurate
provider data⁷



Learn how **Availity Provider Data Management** allows health care providers to maintain and update their demographic data within the workflow they're already using. [Availity.com/pdm](https://www.availity.com/pdm)

¹ HHS. "Access To Care: Provider Availability In Medicaid Managed Care." (retrieved from <http://oig.hhs.gov/oei/reports/oei-02-13-00670.pdf>)

² Aetna. <https://www.aetna.com/individuals-families/using-your-aetna-benefits/network-out-of-network-care/cost-of-out-of-network-doctors-hospitals.html>

³ Resnick, Jack Jr., et al., "The Accuracy of Dermatology Network Physician Directories Posted by Medicare Advantage Health Plans in an Era of Narrow Networks." (retrieved from <http://archderm.jamanetwork.com/article.aspx?articleid=1919439>)

⁴ Availity. "Payer-provider engagement trends." (retrieved from <https://azi.qualtrics.com/results/public/YXZhaWxpdHktVVJfM3hBRzB4dTh4TIVibFF4LTU3MzYxYWU3NTU3MjFjMTMwMDC2NWNmMA==>)

⁵ Doherty, J.F., Freed, S.E., "User Fees in Health Care: Physician Charges for Administrative Services." (retrieved from http://www.msba.org/uploadedFiles/MSBA/Member_Groups/Sections/Health_Law/MBJ%20Article%20Final.pdf)

⁶ Beck, Melinda. "Health Insurers to Face Fines for Not Correcting Doctor Directories." Wall Street Journal, Dec. 28, 2015 (retrieved from <http://www.wsj.com/articles/health-insurers-to-face-fines-for-not-correcting-doctor-directories-1451335323>)

⁷ Rivkin, Jeff. "IDC PlanScape: Directory Accuracy and Network Adequacy — For Payers, the Time Has Come ." (retrieved from <http://www.idc.com/getdoc.jsp?containerId=US41242516>)