

# Who cares about PROVIDER DATA?

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



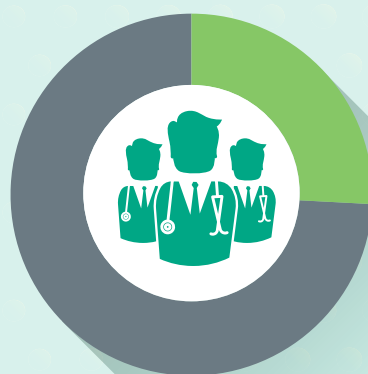
**40%**  
of entries in provider directories are inaccurate<sup>1</sup>



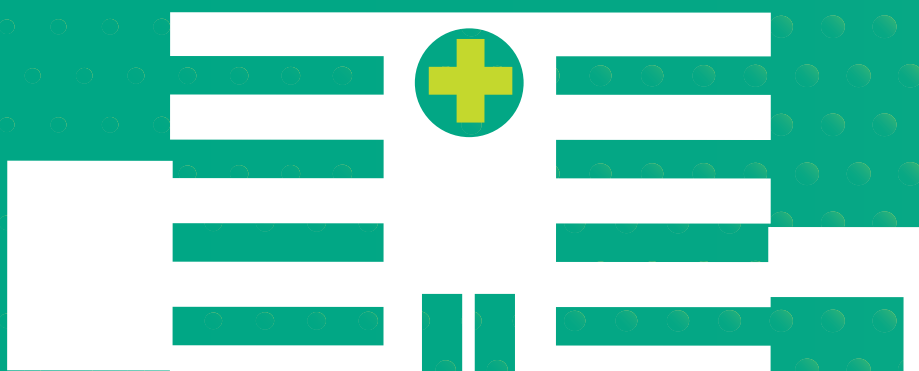
**\$505**  
is the difference between in-network and out-of-network patient responsibility for an \$825 medical bill<sup>2</sup>



**MORE THAN HALF**  
of the providers in directories were not at the location listed, or were dead, retired, or not accepting patients<sup>3</sup>



**26%**  
of physicians say they get multiple calls per day from health plans seeking clinical information<sup>4</sup>



**\$5.90**  
Cost per phone call for referral authorizations<sup>5</sup>



Fines paid by two California health plans for inaccurate directories<sup>6</sup>



Class-action settlement resulting from inaccurate provider data<sup>7</sup>



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](http://Availity.com/pdm)

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

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

<sup>3</sup> 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>)

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

<sup>5</sup> 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](http://www.msba.org/uploadedFiles/MSBA/Member_Groups/Sections/Health_Law/MBJ%20Article%20Final.pdf))

<sup>6</sup> 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>)

<sup>7</sup> 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>)