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LexisNexis® RISK SOLUTIONS | Health Care

The Future of Provider Data Exchange

2018

Maintaining and facilitating exchange of accurate provider data is a critical component to payers being able to operate effectively and ensure their members have access to the care they need. But a key challenge remains: inaccurate provider data. Technology promises to transform provider data exchange, with use of artificial intelligence, machine learning, APIs, and blockchain to seamlessly enable health care organizations to transparently maintain and share information.

An audience of hundreds of health care payers and providers joined experts from LexisNexis® Risk Solutions healthcare to learn about emerging technologies, standardization of provider data exchange, and nuances between a broad and smart approach to provider data management.

Dara Price-Olsen tells us that "at the heart of our healthcare system, provider information when inaccurate drives inefficiency and avoidable administrative strain and costs and more importantly keeps patients from receiving the care they need from the right doctors."

The United States spends a staggering $2.1B annually across the healthcare industry chasing and maintaining provider data.

Industry estimates indicate that 75 percent of that cost is duplicative.

Providers maintain affiliations with an average of 17 to 20 health plans at a given time.

The process of performing outreach and collecting attestation takes between 20 and 40 minutes per provider.

Assuming a $12 average cost PP/PY for a plan with 100K providers in network, the annual projected maintenance cost is $1.2 million.

Recent CMS regulations have brought significant focus to the amount of errors included in provider directories; the very tool consumers depend on to identify, coordinate and seek the care they need.

LexisNexis discussed several of the new technologies that when applied appropriately, can improve provider directory accuracy. The seven technologies discussed included:

1 Multi-tenant/ Consortium:	2 Crowd Sourcing:	3 Portals:
Reduces redundant requests and shares information	Obtains information from large groups of people	Provide data governance at the time of capture and retains information

4 APIs:	5 Machine Learning & Analytics:	6 Standard data layout:	7 Blockchain:
Enables applications to access real-time information and logic	Enables self-sustaining data driven conclusions	Drives inter-operability and reduces redundant exchanges of information	Drive consensus and distribution of information

The conversation also explored how health plans are leveraging readily available resources like claims, to surface gaps or proactively identify areas of provider data in need of updates.
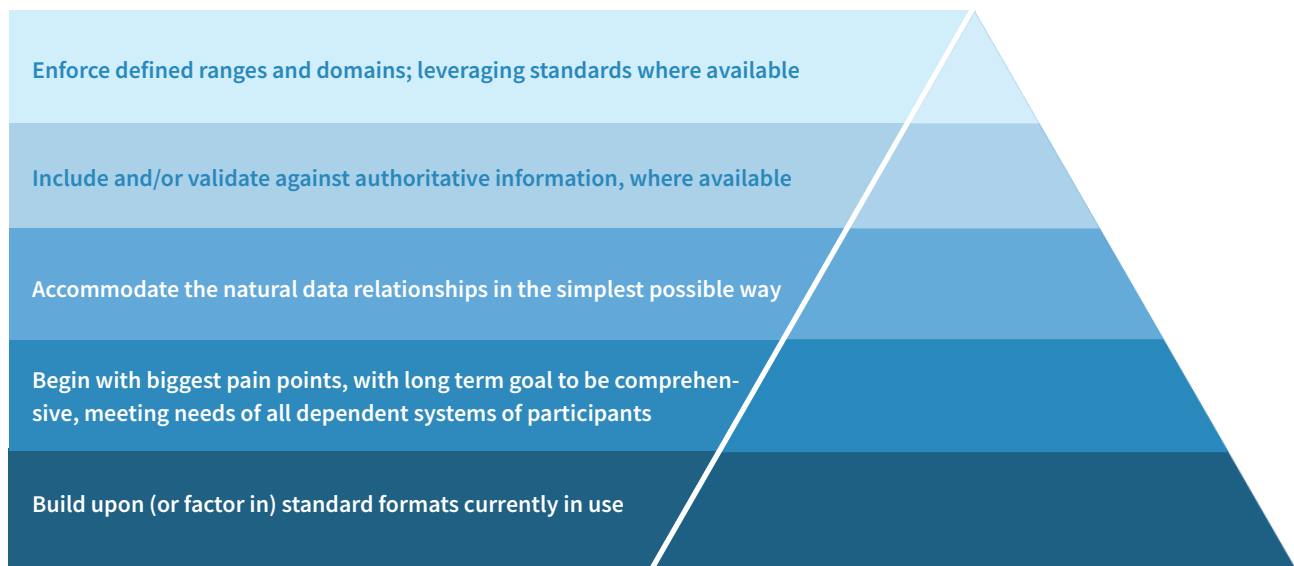
The audience was asked:

How effective have your claim analytics been, from a directory accuracy perspective?

- Very Effective - 9%
- Somewhat Effective - 35%
- Not at all effective - 9%
- Have not attempted - 47%
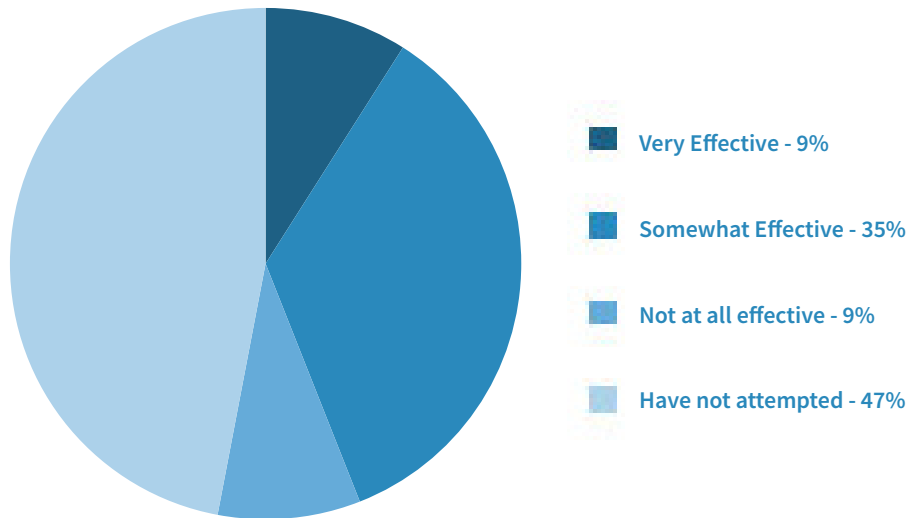
Perhaps not surprising, a majority of the audience responding to the poll have not attempted aligning claims analytics with efforts to improve the data feeding their provider directories.

Another key component discussed to drive better provider data exchange is the development of a standard layout, one that accommodates regulatory and legislative requirements for directory accuracy as well as requirements for health plans workflows.

Enforce defined ranges and domains; leveraging standards where available

Include and/or validate against authoritative information, where available

Accommodate the natural data relationships in the simplest possible way

Begin with biggest pain points, with long term goal to be comprehensive, meeting needs of all dependent systems of participants

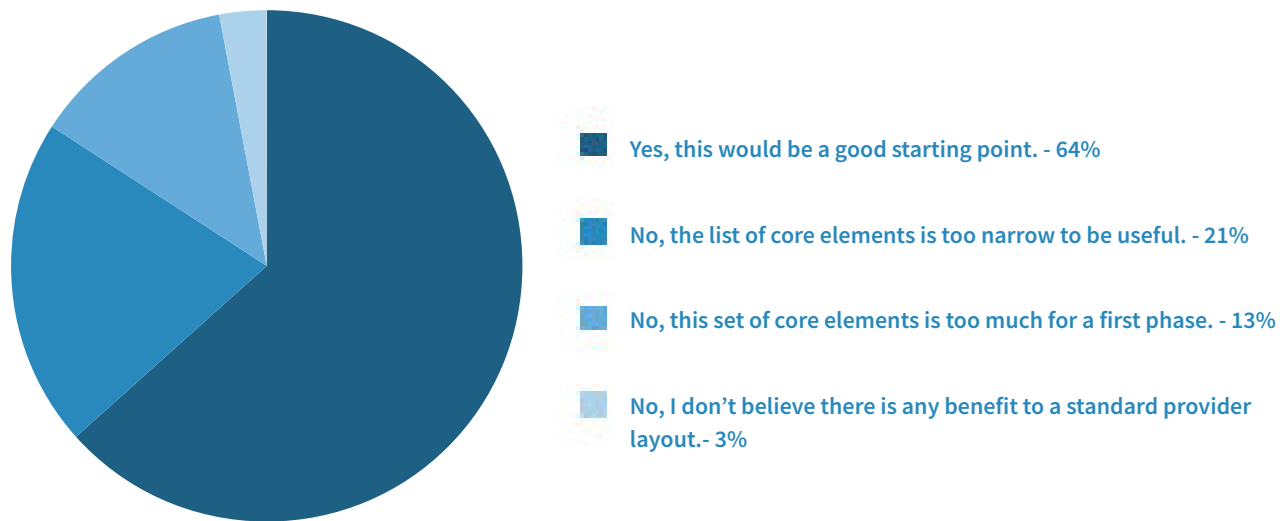Build upon (or factor in) standard formats currently in use

In addition to development of a standard layout, LexisNexis identified these core elements as essential provider data exchange between providers and payers:

Plan Level

Location Plan
(Plan name,
Panel Status)

A provider may have mutliple answers for each of these element attributes

Location Level

Practice Locations
(Address, Phone, Hours, Accessibility)

Location Groups
(Group Name, NPI, TIN, Website)

Location Languages

Hospital Affiliations
(Hospital Name, City, State)

Provider Level

Basic Info
(Name, Specialized Training, NPI)

Specialty
(Taxonomy, Indicator, Board Certified Indicator)

Provider Languages

Hospital Affiliations
(Hospital Name, City, State)

Following a brief discussion on plan, location and practitioner level elements, the audience was asked:

Do you believe that a standard provider data layout, with these core elements included would be beneficial?

Yes, this would be a good starting point. - 64%

No, the list of core elements is too narrow to be useful. - 21%

No, this set of core elements is too much for a first phase. - 13%

No, I don't believe there is any benefit to a standard provider layout.- 3%

Almost two thirds of the audience feels that use of these core elements in a standard provider data layout is reasonable, however, 21% feel the scope is too narrow and 13% say it's too much.

The final concept impacting the provider information paradigm discussed was the rapid rise of blockchain technology and its direct application to provider directories. Hari Chittaluru, from LexisNexis Risk Solutions suggests that "provider data is one of the few data entities that is good for blockchain because the data is publicly available, thus compatible with data privacy regulations like GDPR etc."

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At the end of the presentation, the audience was asked:

How confident are you in your provider data management and exchange strategy?

- Not at all - 16%
- Somewhat - 71%
- Very - 13%
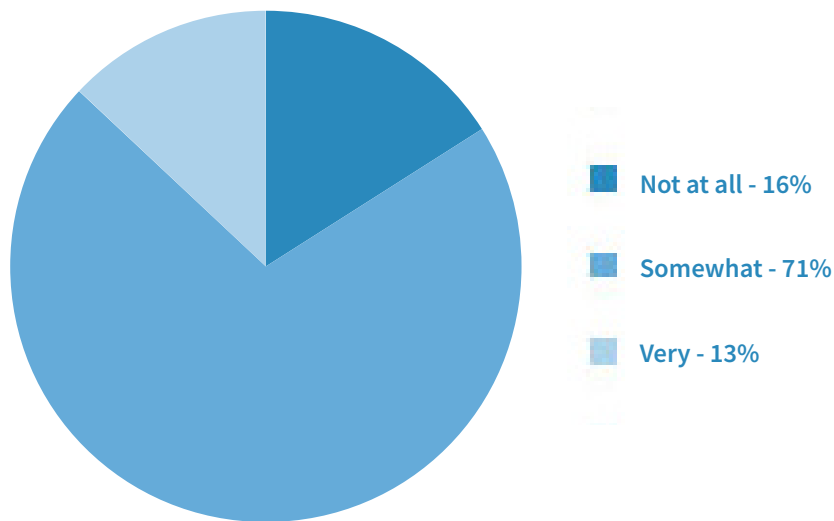
Given that just 13% are very confident in their provider data management and exchange strategy, as an industry we have work ahead of us to simplify both the use and application of these promising future technologies

To watch the full one hour webinar, visit:
Risk.lexisnexis.com/insights-resources/webinar/the-future-of-provider-data-exchange

For more information, call 866.396.7703 or visit risk.lexisnexis.com/healthcare

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