

E N C L A R I T Y C A S E H I S T O R Y

No More Dead Doctors in Provider Directories

50% Error Rate in Health Plan's Provider Data Corrected by Enclarity's Analytic Science

The Challenge

A regional health plan* in the Southeastern United States recognized that outdated provider information was costing them money and sabotaging efficient operations. Because there seemed to be no easy answer to this problem, the health plan manually “scrubbed” its provider files several times a year by deleting duplicates and fixing other errors in the records, such as removing deceased doctors and updating addresses. Unfortunately, this labor-intensive process was time-consuming, costly and, ultimately, ineffective. As soon as one record was corrected, another became outdated.

Despite these efforts, the health plan continued to make payments to incorrect addresses, re-issue checks returned as “undeliverable” at a cost of approximately \$20 per transaction, pay fines for making payments to sanctioned doctors, and frustrate members with outdated and inaccurate provider directories.

The Solution

After assessing both internal and external options, the health plan chose Enclarity to take over its provider file management. By combining sophisticated analytic science with a deep understanding of the needs of the healthcare industry, Enclarity has developed a new solution that gives healthcare payors the accurate, provider demographic information they need for operational excellence.

In September 2005, Enclarity scrubbed the health plan's provider data files in just one day, using its ProviderPoint® solution which is powered by its proprietary AcuSync® process. ProviderPoint contains the industry's most accurate Master Provider Referential Database of more than 140 million records from over 6.5 million licensed healthcare practitioners and facilities. This Master Provider Referential Database is constantly updated and evaluated for accuracy by sophisticated analytic science. Once the data is cleaned and enhanced, ProviderPoint keeps it accurate and up-to-date with ongoing scrubs, constantly tracking any changes or updates.



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The Results

Enclarity reviewed 101,565 records for the health plan and found that 50% of the records required updating by ProviderPoint. While standard industry estimates predict that 35% of provider data is inaccurate, Enclarity's customers have experienced improvements of up to 50 – 75%. For this health plan, ProviderPoint found:

- 310 of the physicians in the database were deceased
- 3% of records were provider duplicates – with the same address and taxpayer identification number (TIN)
- 29% of records needed address updates
- 21% of records needed augmentation of a variety of fields, including incorrect addresses, incomplete phone numbers, names with expired licenses, inconsistencies between licenses and DEA numbers

The health plan's newly cleaned provider files provide the plan with numerous benefits, including:

- An accurate provider database that is constantly updated
- Reduced expenses through reducing re-issue check costs and processing costs of manual claims
- Improved efficiency through increased auto-adjudication of claims, network quality, reduction of customer and provider call volume and handle time, and improved outcome reporting and analysis
- Reduced risks of fraud, notification non-compliance, fines and penalties for paying sanctioned physicians or 1099 errors, and NPI non-compliance and integration costs
- Enhanced provider and member relationships through accurate online network information, reduced returned mail, and quick and accurate provider payment

** This case study is based upon information from an Enclarity client that requested anonymity.*

About Enclarity

Enclarity® solves healthcare's provider information problem. The company delivers correct, current and comprehensive provider information solutions by blending thousands of data sources, advanced analytics and healthcare expertise. As a result, its clients improve results in many areas, including claims processing, provider directories and network analysis. Named one of the Top 100 private technology companies in North America by *Red Herring* magazine and awarded the Global Healthcare Information Technology Excellence Award by Frost & Sullivan, Enclarity is headquartered in Aliso Viejo, California. For more information, visit www.enclarity.com.



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