

Managed Care Provider Directory

Review of Current Issues with Searching the Enrollment Broker Provider Directory, September 2019

As of August 2019, several issues have been identified with the search function in the Enrollment Broker Provider Directory, including duplicate results, and difficulty finding doctors based on specific criteria such as gender or name. DHHS is working diligently to resolve the issues raised.

Some of the issues that have been encountered are due to a lack of network maturity. The Health Plans are in the process of building their provider networks across their regions. Other issues are the result of the functions built into the Provider Directory. Because they range in cause and complexity, the timeline to address issues will vary. This document outlines:

- Current issues, root cause, and planned resolution
- Questions providers have asked DHHS and responses

As a reminder:

- Beneficiaries must choose a primary care provider (PCP) or one will be assigned to them. When choosing a PCP, beneficiaries will select a group or practice, not an individual doctor within that group or practice.
- Sole practitioners designated as an Advanced Medical Home are an exception. These providers are also listed as a PCP option.

Root Cause & Resolution

ISSUE: SEARCHING FOR GROUPS/PRACTICES DOES NOT WORK CONSISTENTLY

Root Cause: Provider information is stored in NCTracks. Within, the NCTracks database, there are three data fields (location name, doing business as name, and practice name) where the group/practice name might exist, and a slightly different name may have been entered for each. The Enrollment Broker website only uses the practice name field.

Resolution: The Enrollment Broker is updating the search function to search all three NC Tracks fields (location name, doing business as name and practice name).

ISSUE: SEARCHING FOR INDIVIDUAL PROVIDERS WHO WORK FOR A GROUP/PRACTICE DOES NOT WORK CONSISTENTLY

Root Causes: This result is based on the way the data is being sourced from the Health Plans and the Enrollment Broker. For example:

- Some Health Plans do not list the individual providers affiliated with a group/practice as separate searchable records. Therefore, those providers will not appear in search results. Instead they are generally listed in the detail information included for those groups/practices. Some Health Plans do



provide a separate record for each provider in addition to the group/practice record. As a result, a provider may appear in a search result for one Health Plan, but not another, even though the provider has contracted with both plans.

- Searching by specialty may fail because practices labels as “multi-specialty” in NCTracks do not appear in searches for specific specialty areas.
- Searching for a provider at an address other than the main group/practice address may not work. If a provider is only listed in NCTracks with an “affiliated” location (and not the main location) that provider will not appear in the search results. Currently “affiliated” locations for providers are *not* included in the Enrollment Broker Provider Directory.

Providers may be listed differently with each Health Plan. For example, one Health Plan may include a provider’s middle initial, while another may not. Because the names are not identical, both will appear in search results.

Short-Term Resolution: The short-term solution will make the search function mimic NC FAST search capabilities, meaning search will be *limited to provider group/practice-based searches*. NC FAST does not support the search for individual providers. To assist beneficiaries in finding the group/practice of their individual doctor(s), the Enrollment Broker call center staff will have a resource to help beneficiaries locate the group/practice for their individual doctor.

Long-Term Resolution: The long-term solution will support a fully searchable provider directory. Users will be able to search by individual doctors across all affiliated addresses, as well as all the practices/groups across all provider types and locations.

We currently estimate this new long term functionality to be in place in December 2019.

FAQ

PROVIDER QUESTIONS ABOUT THE ENROLLMENT BROKER PROVIDER SEARCH ISSUES

Q: If beneficiaries can’t find me, how can they select the PHPs I am contracted with to select my practice?

A: If a beneficiary doesn’t know the group/practice name of their PCP, they should contact the Enrollment Call Center.

The Enrollment Broker has additional resources to lookup individual doctors and determine which group/practice they are affiliated with. Once the group/practice name is determined, the beneficiary can search the provider directory to view the list of contracted Health Plans.

Q: If the provider name on the Enrollment Broker website doesn’t match how beneficiaries search for me, how will my practice be found through the Auto-Assignment algorithm, so they are assigned to Health Plans that my practice is contracted?

A:

- **PHP Auto-Assignment** will automatically assign the beneficiary to a Health Plan. The Health Plan assignment uses several factors to auto-assign the PHP, including a beneficiary’s current PCP and the Health Plans with which the PCP is contracted.
- **PCP Auto-Assignment** occurs at the selected Health Plan and will use beneficiaries’ historical provider information and attempt to automatically assign the beneficiary to their historical PCP.

Auto-Assignment uses the member’s currently assigned PCP, which is stored in NC FAST using additional data fields which are distinct from the “provider name” field used in the Enrollment Broker Provider Directory. *In short, Auto-Assignment does not use the same provider name fields for matching purposes as are used in the Provider Directory search functionality.*

- **Open enrollment** provides beneficiaries the opportunity to choose a **Health Plan**. Typically, the choice of Health Plan is based on finding a plan that is contracted with their doctor or provider. Beneficiaries can change plans without cause through May 1, 2020.