



## New Provider Data Partner Announcement BetterDoctor

PacificSource Health Plans is dedicated to meeting the needs of our members, including the ability to locate appropriate care. Toward this goal, we are pleased to introduce a new partnership regarding provider data validation to better our Provider Directory. This partnership with BetterDoctor was **effective January 2021**.

### What does this mean for you?

PacificSource Health Plans requests that as a contracted provider, you participate in our approach to ensuring your information is accurate via our BetterDoctor partnership. This is an online, easy to use process for validating and supplementing information.

### What is BetterDoctor?

BetterDoctor is the Quest Analytics Accuracy solution enabling health plans to provide their members with an up-to-date, accurate directory of network providers. The goal is to improve the flow and quality of accurate provider data, so members can quickly get the care they need when they need it. State and federal regulations mandate that health plans must update information quarterly or at least every six months to avoid misdirecting members. BetterDoctor is performing this outreach to providers for us, to ensure our provider directory is as accurate as possible. All outreach efforts are made under the BetterDoctor name.

By attesting your information through BetterDoctor, you become part of the BetterDoctor Exchange (BDX) – a database of more than 500,000 providers (and growing daily) across 50 states. Please visit our website at <https://validations.betterdoctor.com/validate/help> to see a complete listing of BetterDoctor clients.

### Is there a cost to attest my information?

There is absolutely no charge to validate your information with BetterDoctor's online tool. BetterDoctor is contracted by us to update our provider data. We are funding this outreach and data validation effort.

### How often am I required to verify my information?

The Centers for Medicare and Medicaid Services (CMS) requires health plans to reach out to providers on a quarterly basis. We have engaged BetterDoctor to perform that outreach and data verification.

### I am a “delegated” provider partner or member of an IPA and send a monthly roster. Do I still need to complete this validation process through BetterDoctor?

If you are a “delegated” provider partner or member of an IPA, we do ask that you please complete this validation process through BetterDoctor to ensure PacificSource provider directory accuracy.

### **What am I attesting to?**

You are attesting to the validity of the information noted in the BetterDoctor data base. This attestation is not related to credentialing, re credentialing, or used for any other purpose.

### **How does BetterDoctor's provider data attestation platform work?**

- BetterDoctor receives the provider roster from us.
- BetterDoctor uses effective multimodal outreach methods to validate data from each provider (fax, email, phone).
- Providers validate and update their data via their input to the BetterDoctor portal.
- The validated data is reviewed and exported back to us to update our source systems and, ultimately, the provider directory.

### **How can I confirm you've received my validation?**

Please [email support@betterdoctor.com](mailto:support@betterdoctor.com) with your practice phone or fax number and the access token you received. A member of the BetterDoctor support team will be in touch regarding your validation confirmation.

### **How will my verified information be used?**

The data you verify, and update will be securely forwarded to us. We will then update our source systems and, ultimately, our provider directory.

### **Completing the Attestation Process**

### **What can I do if I am having trouble validating my information?**

Go to: [betterdoctor.com/validate](http://betterdoctor.com/validate).

- Locate the access token on the fax or email you received from BetterDoctor (it is an 8-character alphanumeric code (for example, ABC123D4), and it is not case sensitive).
- Enter the access token
- Click 'Submit.'

Verify and update your information using the online tool via the BetterDoctor portal. Still having trouble? Contact [support@betterdoctor.com](mailto:support@betterdoctor.com) to receive a new access token.

### **Why is my access token not working?**

An access code could not be working due to a few different reasons.

Double-check the date you received the code. Codes can only be used during the current quarter. The quarters are January to March, April to June, July to September, and October to December.

If you're certain that the code is active, try refreshing your browser and typing it in again. Still not working? Contact [support@betterdoctor.com](mailto:support@betterdoctor.com) to receive a new access token.

### **What if I don't see my board listed on the BetterDoctor online verification tool?**

If your board isn't listed, please email [validation@betterdoctor.com](mailto:validation@betterdoctor.com) and let them know. BetterDoctor is adding new boards to their tool all the time because more and more types of practitioners are becoming subject to provider directory update standards and regulations.

If you need help deciding what to put in your form in the meantime, reach out to the BetterDoctor support team at [support@betterdoctor.com](mailto:support@betterdoctor.com).

### **How do I add or remove a practice location?**

At this time, you may only remove a practice or location based on what we provide to them. You will need to wait for outreach from BetterDoctor to add additional practices or locations. Notify us directly of locations to add or remove and they will become part of the attestation process in the future.

### **What if I would like to opt out of participating?**

We ask that you reach out to your Provider Service Representative and provide a detailed explanation with your request to opt out of participating.

### **Thank You**

PacificSource Health Plans

We recognize your office is busy and we appreciate the time spent completing the provider data validation process. Because multiple payers utilize BetterDoctor, your participation with them should reduce the number of times you must attest to data each year.

For more information contact your PacificSource Provider Network Representative:

**Idaho – [idprovnet@pacificsource.com](mailto:idprovnet@pacificsource.com)**

**Oregon – [orproviderservice@pacificsource.com](mailto:orproviderservice@pacificsource.com)**

**Montana – [mtprovnet@pacificsource.com](mailto:mtprovnet@pacificsource.com)**

**Washington- [waprovnet@pacificsource.com](mailto:waprovnet@pacificsource.com)**

