

Security Health Plan verifies provider directory information using Quest Analytics' BetterDoctor

Security Health Plan is required to attest to the accuracy of its provider network information to various entities, including the Wisconsin Department of Health Services, the Wisconsin Office of the Commissioner of Insurance and the Centers for Medicare & Medicaid Services (CMS). Additionally, CMS requires providers to review and update their information quarterly or whenever there is a significant change.

To help you meet this regulatory requirement, Security Health Plan partners with Quest Analytics' BetterDoctor to collect quarterly provider data attestations for all contracted providers. When you receive a BetterDoctor attestation request via email, fax or direct mail, please take a few minutes to visit the online portal and carefully review your information for accuracy and completeness. The attestation request will include a link and an access code to the BetterDoctor portal, where you can review the information that requires verification. This information is then directly provided back to Security Health Plan for directory updating purposes.

At a minimum, the following data elements must be reviewed and updated:

1. Provider name
2. Provider specialty
3. Service location address
4. Service location telephone number (used for patient scheduling)
5. Service location fax number (when available)
6. Service location email address (where available)
7. Whether the provider is participating in the payer's health plan networks
8. Whether the provider is accepting new patients in the payer's health plan networks

Large groups and health systems comprised of 20 or more providers, or five or more facility locations, are eligible to submit rosters each quarter to BetterDoctor in lieu of performing a review within the portal. To begin this process, please contact rosters@questanalytics.com or visit <http://betterdoctor.com/groups/>. If your practice currently has a delegated agreement with Security Health Plan and sends provider and facility rosters to us, you will not be contacted by Quest Analytics' BetterDoctor.

If you have any questions or have trouble with your updates, please contact Security Health Plan at shp.dsc.netmgmt@securityhealth.org.

Thank you for doing your part to ensure Security Health Plan members have access to your in-network providers.