

# Rhode Island Provider Directory Project



***Creating a Centralized, Statewide Provider Directory***



**April 2016**

# Provider Directory Meeting Agenda

- History and Context Setting
- Project Overview and Goals
- Data and Operations Details
- Value Proposition
- Timeline
- Questions and Next Steps



# Setting the Stage in RI:

- 2004: RI's HIE, now known as CurrentCare, efforts initiated
- 2007/2008: State designated RIQI as the Regional Health Information Organization
- 2008: HIE Act of 208 passed and required opt in model
  - for sending data to HIE
  - to identify which providers can access data from HIE (at the organizational level);
- 2010/2011: RIQI designated as state entity for HIE:
  - started building provider directory to track relationships
- 2012/2013: Trailblazers Initiative:
  - help states better align their health IT activities with healthcare delivery system reform and value based purchasing



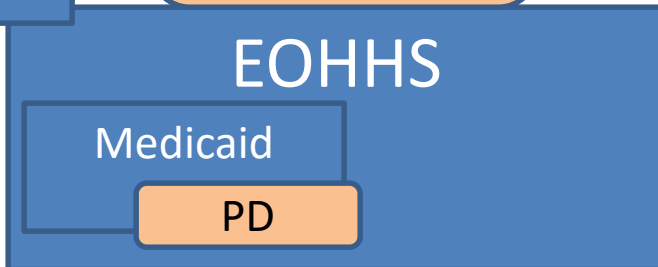
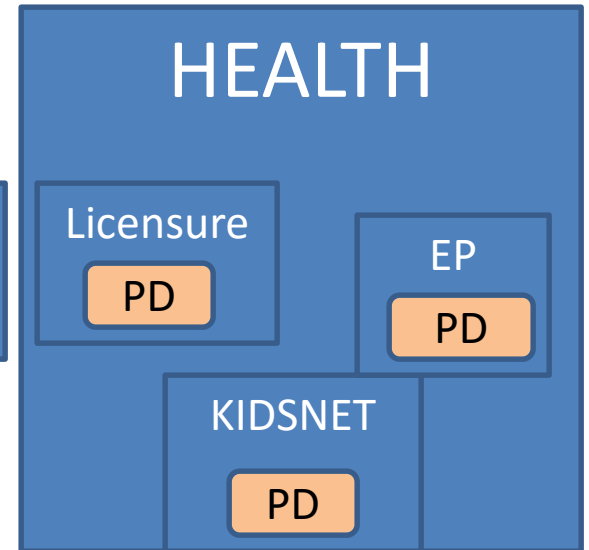
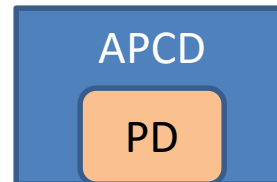
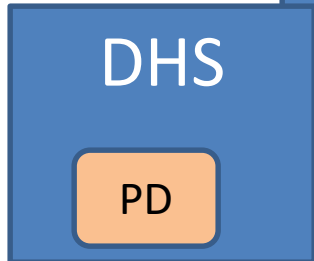
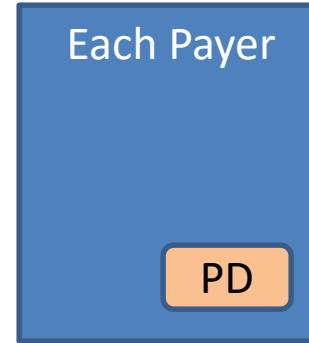
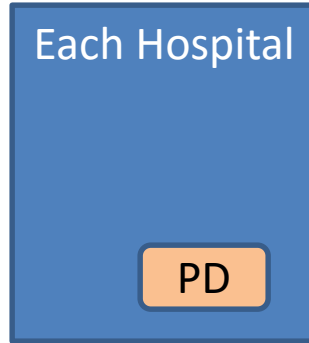
# Setting the Stage in RI:

## Trailblazers Initiative:

- Identified the need to clearly know and track providers and their organizational relationships to implement health care reform
- Recognized many small provider directories existed throughout state government and other healthcare
- Created state agency provider directory workgroup and identified use cases



# Current State



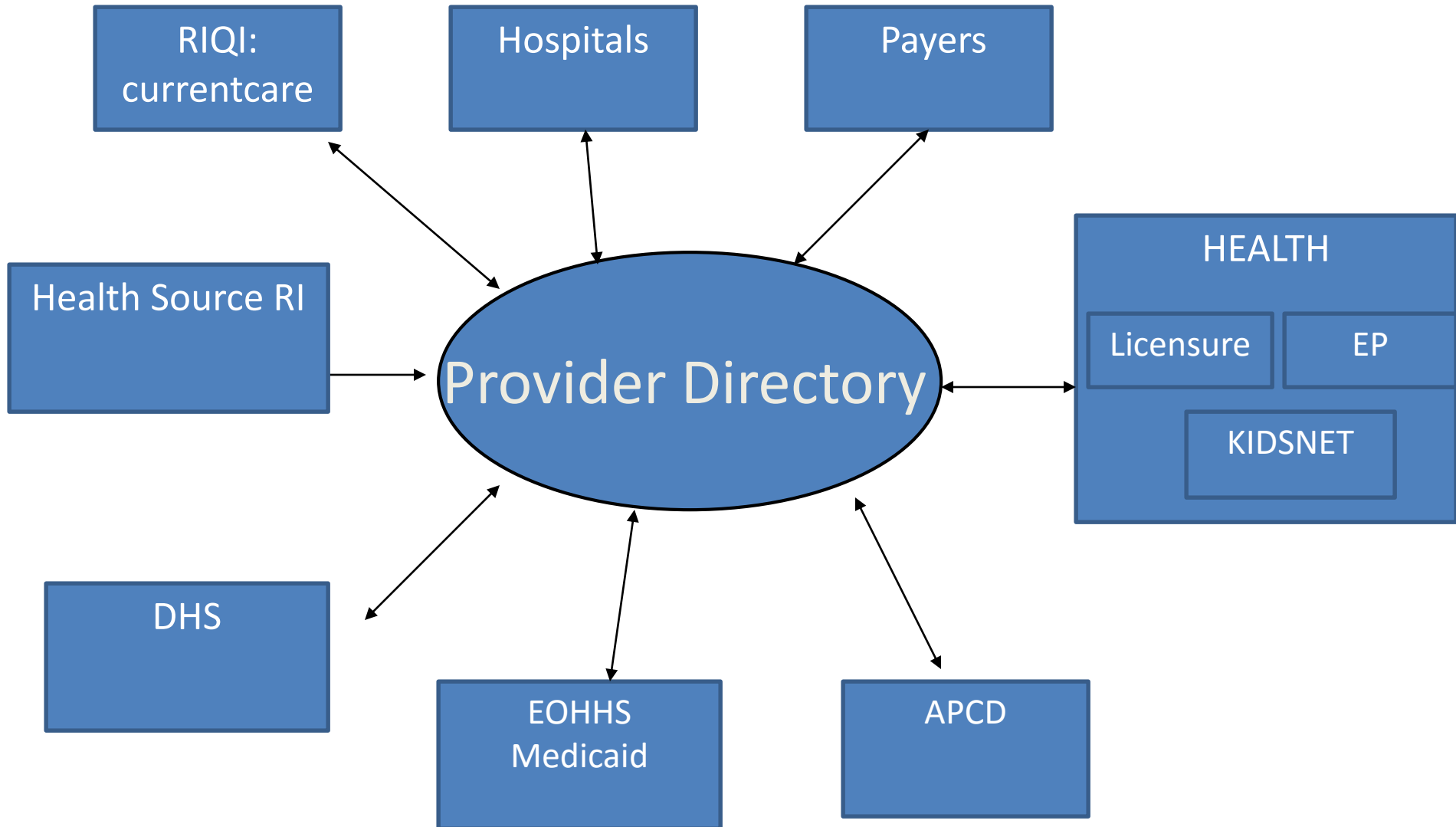
# Setting the Stage in RI:

## Traiblazers Initiative:

- Obtained TA from Audacious Inquiry (Ai):
  - Assessed current environment and needs;
  - Made recommendations for proceeding ( architecture, what to leverage);
    - Implement a single **centralized** provider directory database to serve as “source of truth
    - Leverage RIQI’s initial provider directory work; found to be furthest along (least expensive and most expedient)  
or
    - Collocate the provider directory with the platform for the state’s insurance exchange/integrated eligibility system



# Potential Future State



# Setting the Stage in RI:

- 2014/2015: RI becomes a SIM State
  - Formal decision to build statewide provider directory leveraging RIQI's provider directory foundation
  - Provider directory project supported by SIM Community Steering Committee :
    - Contributing \$1.5M SIM funds
  - ,





# Governance:

- RIQI Provider Directory Advisory Committee:
  - Includes EOHHS, Health Insurance Exchange, DOH, Office Of Health Insurance, APCD
  - Recognized need and begun to include practicing providers and payers
- RIQI now formalizing and expanding Provider Directory Advisory Committee:
  - Become a formal committee of RIQI with charter approved by their Board etc.
  - Will need to determine what data is hared through public portal



# Project Overview and Goals

## Background

***All stakeholders in the healthcare system need access to timely, accurate information about healthcare providers.***

Patients, doctors, hospitals, health plans and the State all require information about the location and affiliations of providers in their community, whether to select a local doctor, to make a referral to a provider in his/her patient's health plan network, to send discharge information to a PCP when his/her patient leaves the hospital, to attribute patients to doctors in a health network or to understand the availability of doctors across the state.

## The Challenge

Providers see thousands of patients each year. They work in multiple offices. They have privileges at multiple hospitals – sometimes across organizational boundaries. They contract with multiple health plans, which have different rules for payment and incentives depending on where they are practicing. They participate in multiple initiatives that various parties wish to track. Managing all of these relationships is complex. But the biggest challenge is that none of these relationships is static.

***Getting the data right once is not easy. Keeping it up-to-date is extremely difficult, especially for small organizations.***

The added challenge is that all of the stakeholders in the system are maintaining their own version (sometimes multiple versions) of the data – none of which match.

## The Solution

By creating and maintaining a single authoritative, state-wide provider directory, RIQI will meet its internal needs to accommodate patient control over who sees their data in CurrentCare. And, by making the data available to the other stakeholders in the state, RIQI is creating a product that supports its financial sustainability as well as reducing ineffective, duplicative efforts both within and across various parties in the healthcare system.

***The goal is to create a single source truth – which is accurate and up-to-date - and to deliver that benefit across the community.***

## The Process

***RIQI will manage the provider directory much like the Health Information exchange, collecting and aggregating data across organizational boundaries to create a single longitudinal record for providers.***

RIQI will: identify and acquire data feeds for the provider directory; create and maintain consistent reference data and master data definitions; analyze data for quality and reconcile and data issues; and publish relevant data to appropriate users and monitor the published data sources for



# Rhode Island Provider Directory Project

*One Provider, Many Relationships*



12 Insurance Plans Are Available to Meet the Needs of Individuals and their Families



Plan Name	Yearly Premium (per Family)	Yearly Premium (per Individual)	Yearly Premium (per Child)	Yearly Premium (per Adult)	Yearly Premium (per Senior)	Yearly Premium (per Spouse)	Yearly Premium (per Dependent)	Yearly Premium (per Child)	Yearly Premium (per Adult)	Yearly Premium (per Senior)	Yearly Premium (per Spouse)	Yearly Premium (per Dependent)
Individual - Gold	\$111	\$171	\$30	\$36	\$114	\$138	\$210	\$210	\$198	\$198	\$177	\$177
Individual - Silver	\$77	\$121	\$24	\$30	\$96	\$120	\$180	\$180	\$168	\$168	\$147	\$147

**Your Get Your Care - The Provider Network**

Provider Type	Network	Network	Network	Network	Network	Network	Network
Primary Care Physician (PCP)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Specialist	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Urgent Care	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Behavioral Health	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Maternity	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Pharmacy	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Other	Yes	Yes	Yes	Yes	Yes	Yes	Yes

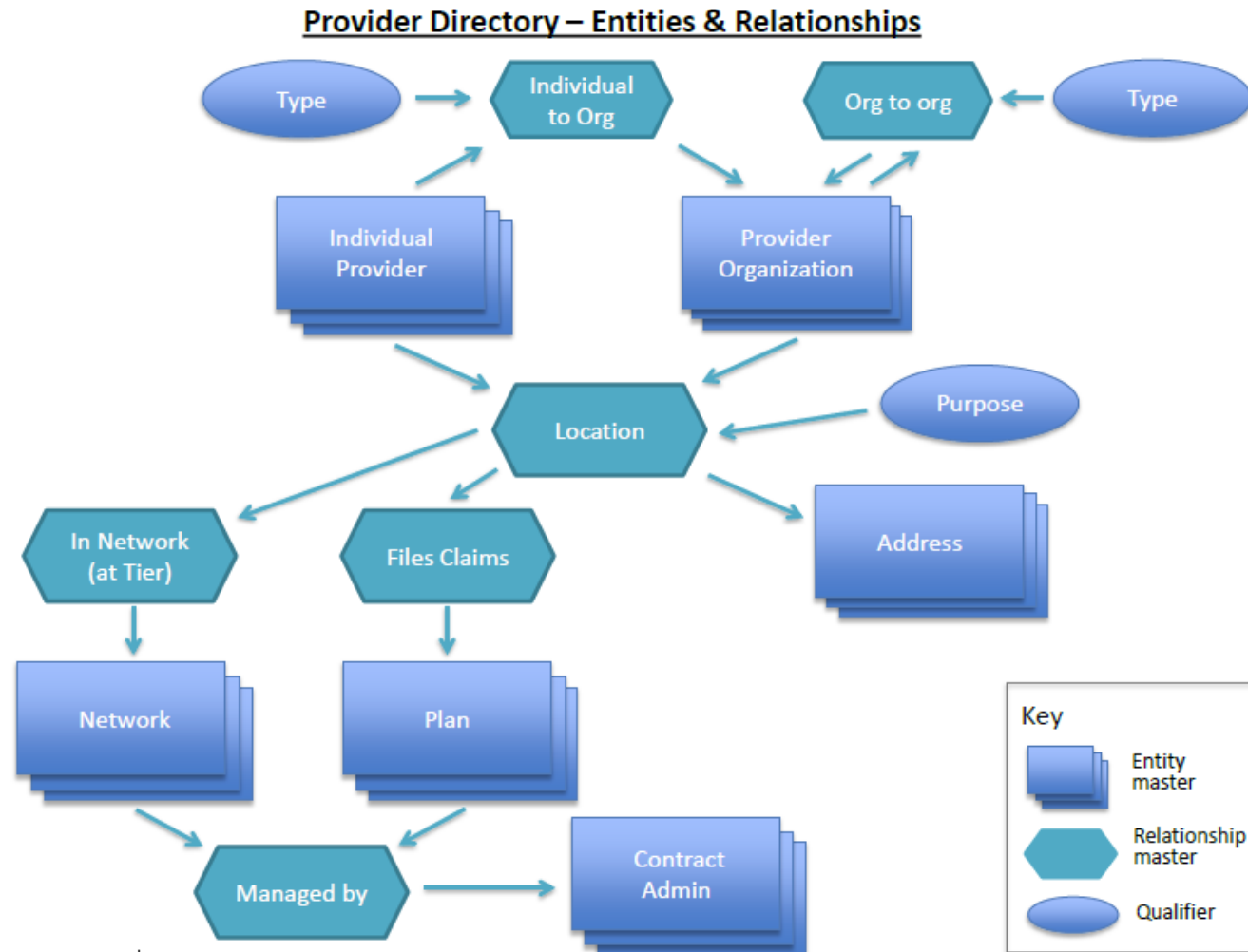


*A Single Definitive Source, Many Users*



# The Provider Directory Project Data Model

## *One Provider, Many Relationships*



InterSystems Confidential and Proprietary 2/6/15



***A Single Definitive Source, Many Users***

# Many Sources of Data, One Trusted Comprehensive Record

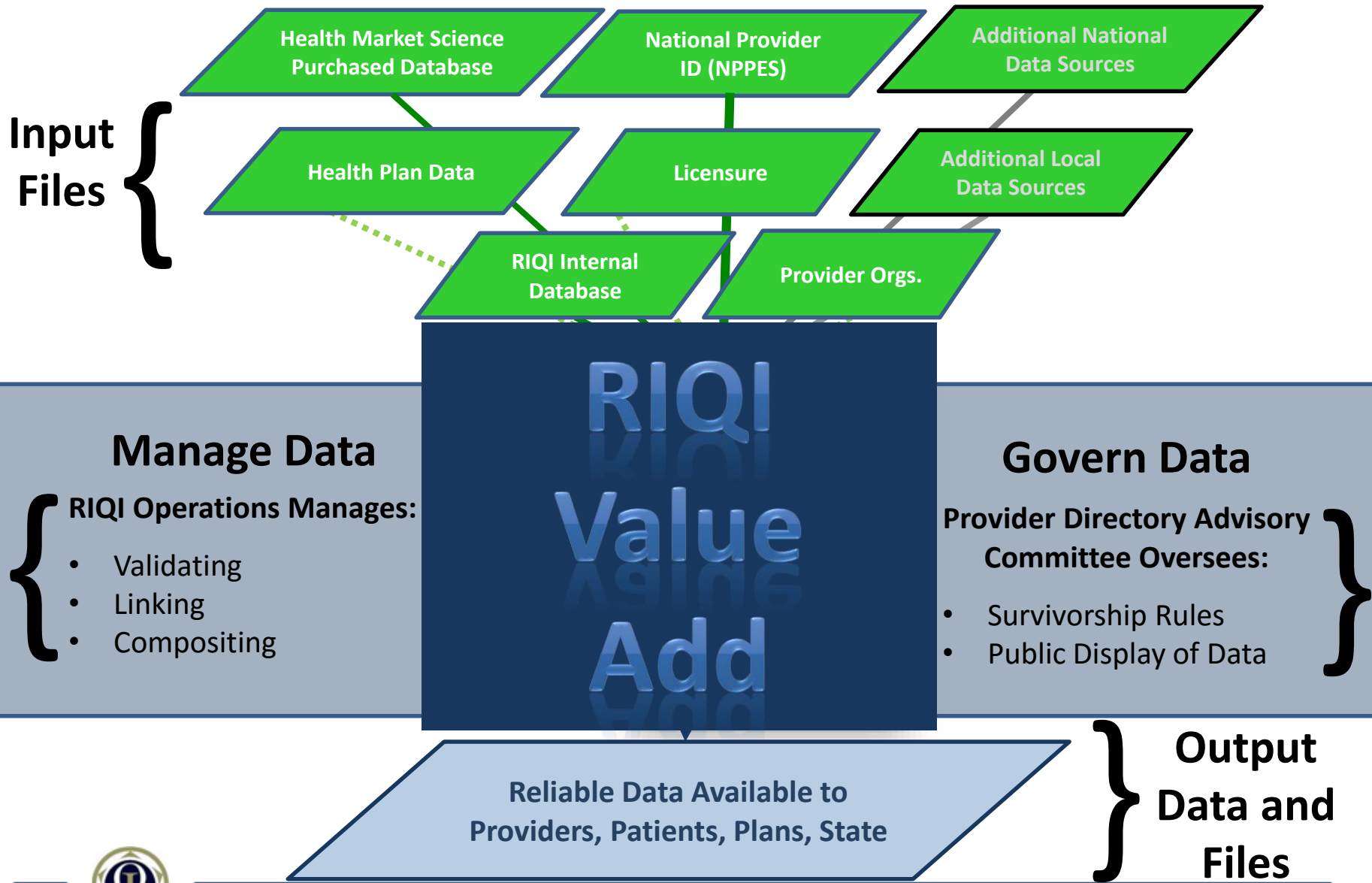
Data Type	RIQI SalesForce	National Provider ID Database	Department of Health Licensure	Payers	Providers
Individual Provider Demographics	Dark Green	Light Green	Light Green	Light Green	Dark Green
NPI Information	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green
License Information	Light Green	Light Green	Dark Green	Light Green	Light Green
Location Information	Dark Green	Light Green	Light Green	Light Green	Light Green
Credentialing	Grey	Grey	Dark Green	Dark Green	Dark Green
Program Participation	Dark Green	Grey	Light Green	Light Green	Dark Green
Provider Organization Information	Dark Green	Light Green	Light Green	Light Green	Dark Green
Individual to Organization Relationships	Light Green	Grey	Light Green	Light Green	Dark Green
Organizational Heirarchies	Light Green	Grey	Grey	Grey	Dark Green
Insurance Carrier Information	Grey	Light Green	Grey	Dark Green	Light Green
Insurance Plan/Network Information	Grey	Light Green	Grey	Dark Green	Light Green

The best source is kept for each data element  
(Survivorship)

**Cleaned, Validated, Normalized, Comprehensive Record,  
Better than any single source**



# Data Sources, Stakeholders and RIQI Responsibilities





# Operations Source Viewer

Anchor Record		WORK RECORDS 4    DISPLAYING 4    FILTER None    SORTED BY Unresolved to Resolved			
Anchor Master	Anchor Source	B : 17000	C : 203660	D : 237301	E : 6544
	A : 12372	RESOLVED	RESOLVED	RESOLVED	RESOLVED
	HSRI-NHPRI 2016-03-16 23:07:29	Source: NPPE S 2016-03-17 01:21:26 Link Status: Link Link Reason: Threshold Link Weight: 29.558 Work Category: None	Source: HMS 2016-03-17 09:31:53 Link Status: Link Link Reason: Threshold Link Weight: 29.35 Work Category: None	Source: LIFE SPAN 2016-03-17 11:32:03 Link Status: Link Link Reason: Threshold Link Weight: 27.578 Work Category: None	Source: HSRI-BCB SRI 2016-03-16 20:33:47 Link Status: Link Link Reason: Threshold Link Weight: 29.558 Work Category: None
	ACTIONS ▾	ACTIONS ▾	ACTIONS ▾	ACTIONS ▾	ACTIONS ▾
	Notes:	Notes:	Notes:	Notes:	Notes:
Enterprise ID	Enterprise ID	Enterprise ID	Enterprise ID	Enterprise ID	Enterprise ID
100006544	100006544	100006544	100006544	100006544	100006544
SourceID	SourceID	SourceID	SourceID	SourceID	SourceID
	ISOeAQxwmRY7LYeFnjeKNfa80Q	1548263494	P17EXUN274	064147	ISOeAQxwmRY7LYeFnjeKNfa80Q
Name	Name	Name	Name	Name	Name
MINTZ, HOWARD MURRAY,	MINTZ, HOWARD	MINTZ, HOWARD DR, MD	MINTZ, HOWARD MURRAY,	MINTZ, HOWARD M, MD	MINTZ, HOWARD M,
Default Tax Id	Default Tax Id	Default Tax Id	Default Tax Id	Default Tax Id	Default Tax Id
NPI	NPI	NPI	NPI	NPI	NPI
1548263494 2005-05-24	1548263494	1548263494 2005-05-24	1548263494	1548263494	1548263494
DEA Information ▲	DEA Information ▲	DEA Information ▲	DEA Information ▲	DEA Information ▲	DEA Information ▲
Date of Birth	Date of Birth	Date of Birth	Date of Birth	Date of Birth	Date of Birth
Gender	Gender	Gender	Gender	Gender	Gender
Male	Male	Male	Male	Male	Male
Credentials ▲	Credentials ▲	Credentials ▲	Credentials ▲	Credentials ▲	Credentials ▲
MD06414: Renewal Date: 2016-06-30 Status: Active Type:		Rhode Island NPPE S Allopathic & Osteopathic Physicians 200600000X 6414: Yes Issue Date: Renewal Date: Status: Type: Credential	Rhode Island MD06414: 1984-06-20 Renewal Date: 2016-06-30 Status: Active Type: Credential	MD06414: Renewal Date: 2016-06-30 Status: Active Type:	
Rhode Island MD06414: 1984-06-20 Renewal Date: 2016-06-30 Status: Active Type: Credential					
Rhode Island NPPE S Allopathic & Osteopathic Physicians 200600000X 6414: Yes					

# RIQI Provider Directory Value Proposition

## Uses

- Master Provider Record for HIT Systems (e.g, Epic)
  - File based or Application Interface
- Web-based Lookup Service
  - Provider-To-Provider
  - Patient-To-Provider
- Analytics Support
  - Ensuring Provider Attributes Reflect Relationships During a Measurement Period

## Users

- Hospitals and Physicians
- Health Plans
- Patients
- State Agencies: Health Source RI, APCD, Department of Health, Medicaid





# RIQI Provider Directory Development Timeline

## Data Import:

- NPPEs, HMS, Salesforce, Lifespan: **2Q 2016**
- Dept. of Licensure: **3Q 2016**
- Behavioral Health/BHDDH: **3Q 2016**
- HSRI/Carrier Files: **4Q 2016**

Data Export: Ready by **end of 2Q**

## Data Mastering:

- MD's, DO's, PA's, NP's: **2Q 2016**
- Behavioral Health/BHDDH: **4Q 2016**
- PCMH/ACO relationships: **2017**

## Option 3 Consent Model

- Design: **4Q 2016**
- Implement: **2017**

## Public Lookup/Portal

- Design: **2016**
- Implement: **4Q 2016**

## Provider Self Service:

- Design: **2017**
- Implement: **2018**



# RIQI Provider Directory – What's Next for RIQI?

- Governance
- Operationalization
  - Resources
- Sustainability
- Technical Improvements



# RIQI Provider Directory – What's Next for the State

- Align with Legislative Efforts related to Health Insurer's Provider Directories
- Explore expanded Medicaid 90/10 funding; sustainability
- Facilitate and streamline data flows (APCD provider files etc)
- Identify output files needed for operations, evaluation, and creative uses to support health needs
- Long term: Consider how links to Community directory resources
- Other ?



# Questions and Contact Information

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