Rhode Island Provider Directory Project

Creating a Centralized, Statewide Provider Directory

May 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
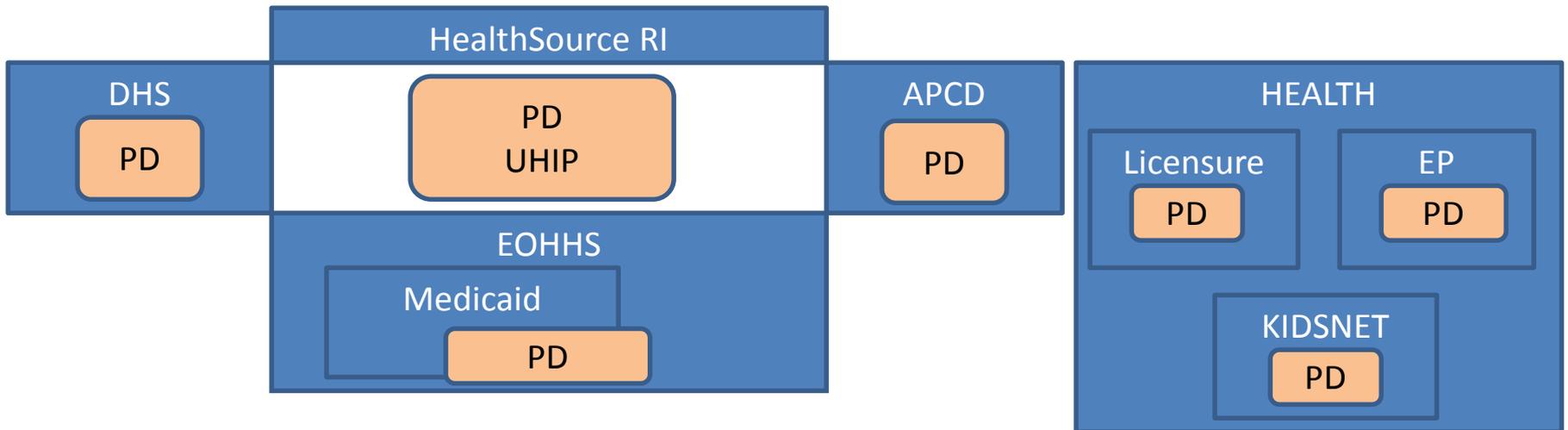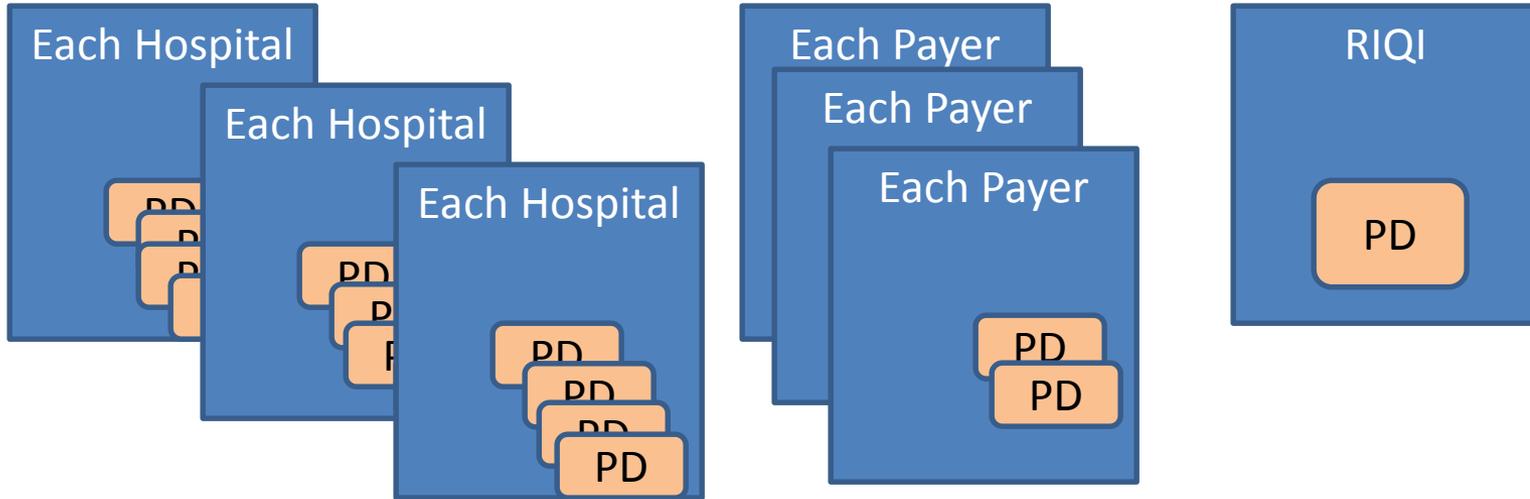
Setting the Stage in RI:
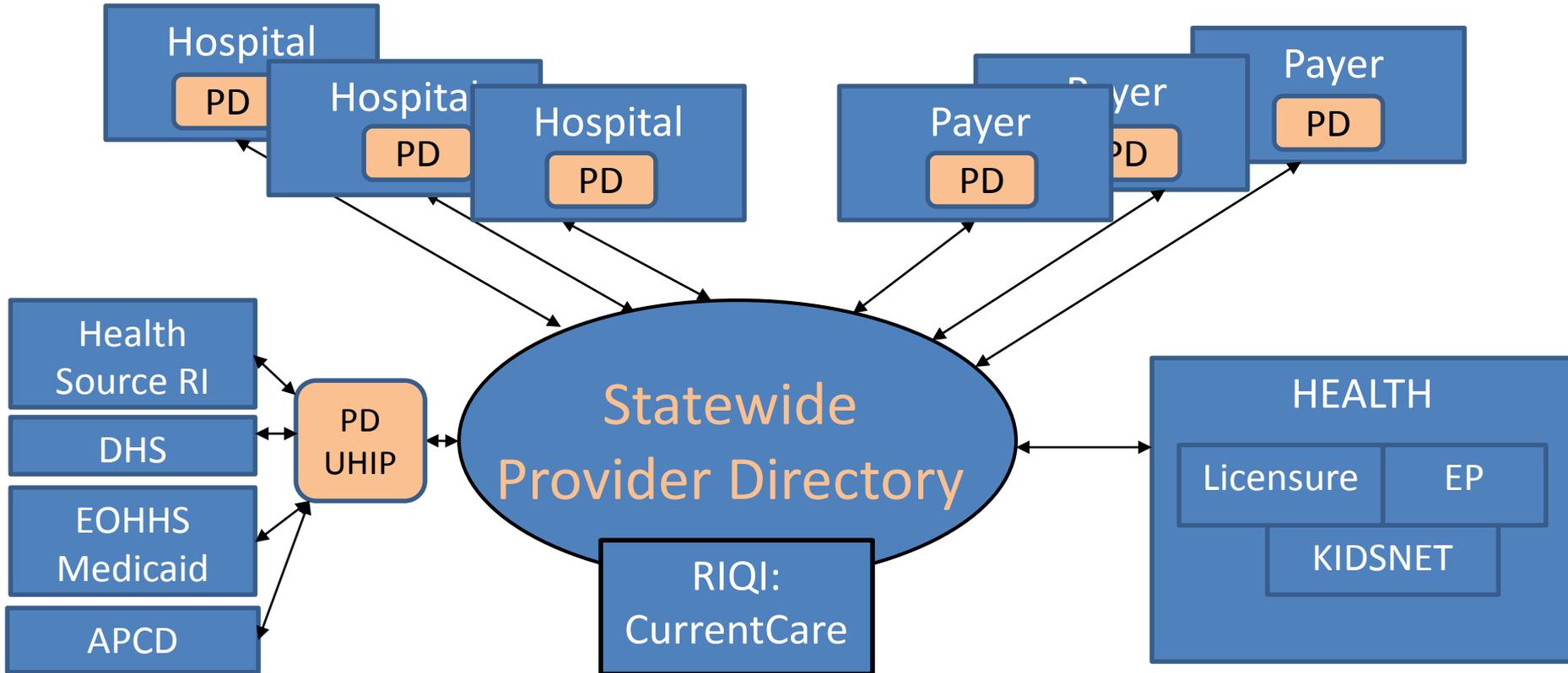
Trailblazers Initiative:

- 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

Each Hospital

Each Hospital

Each Hospital

PD

PD

PD

PD

PD

PD

PD

PD

PD

Each Payer

Each Payer

Each Payer

PD

PD

RIQI

PD

HealthSource RI

PD
UHIP

DHS

PD

APCD

PD

HEALTH

Licensure

PD

EP

PD

KIDSNET

PD

EOHHS

Medicaid

PD

Desired Future State

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

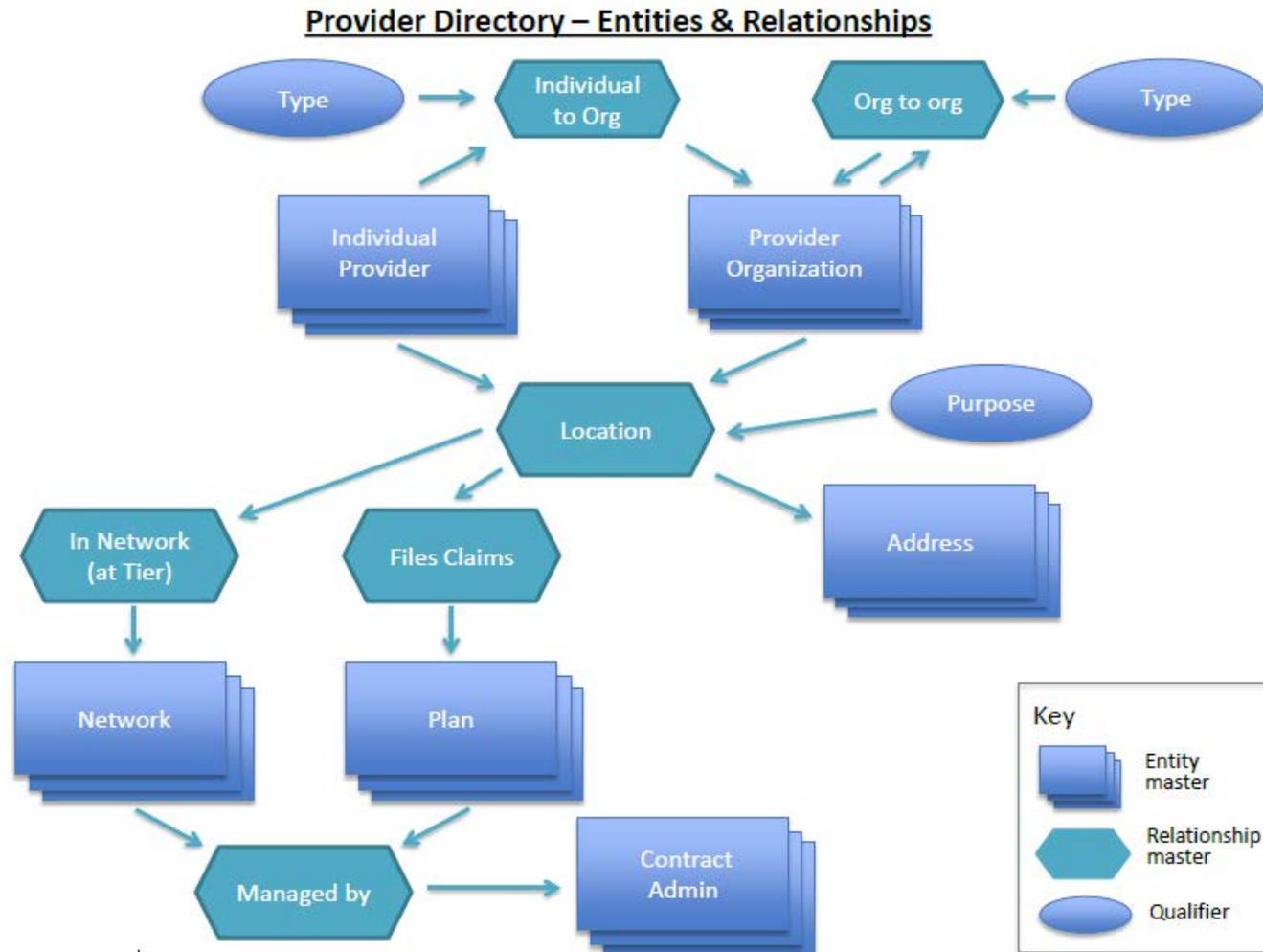# Rhode Island Provider Directory Project

One Provider, Many Relationships

A Single Definitive Source, Many Users

The Provider Directory Project Data Model

One Provider, Many Relationships

Provider Directory – Entities & Relationships

InterSystems Confidential and Proprietary 2/6/15

A Single Definitive Source, Many Users

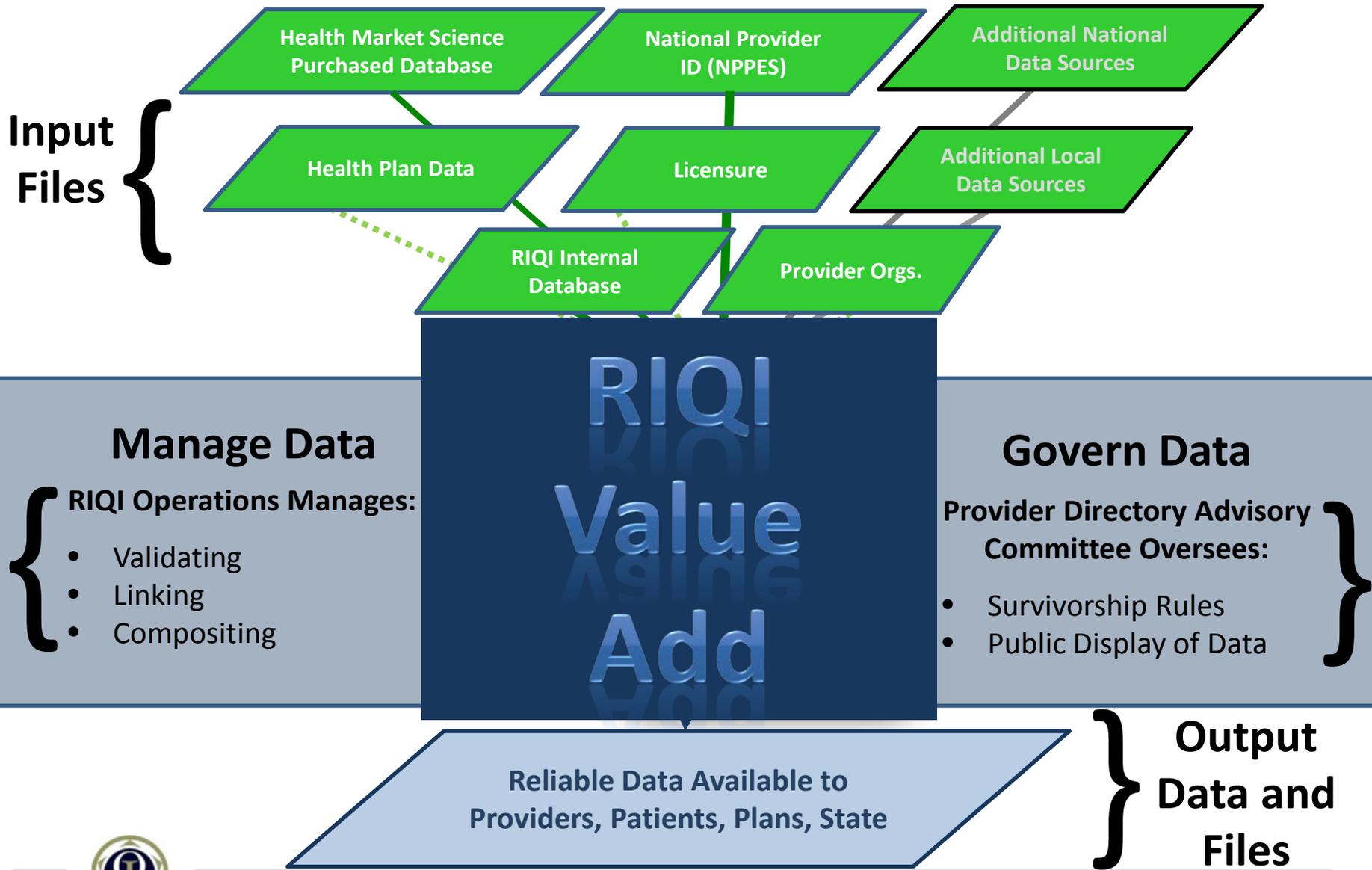# Many Sources of Data, One Trusted Comprehensive Record

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

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

Input Files

Health Market Science Purchased Database

National Provider ID (NPPES)

Additional National Data Sources

Health Plan Data

Licensure

Additional Local Data Sources

RIQI Internal Database

Provider Orgs.

RIQI Value Add

Manage Data

RIQI Operations Manages:

- Validating
- Linking
- Compositing

Govern Data

Provider Directory Advisory Committee Oversees:

- Survivorship Rules
- Public Display of Data

Reliable Data Available to Providers, Patients, Plans, State

Output Data and Files

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

Operations Source Viewer

Sort | Filter | ✔ Set Display Details | Set Display Order

Anchor Record					
Anchor Master	**Anchor Source**				

WORK RECORDS **4** | DISPLAYING **4** | FILTER **None** | SORTED BY **Unresolved to Resolved**

	A : 12372	B : 17000	C : 203660	D : 237301	E : 6544
		RESOLVED	RESOLVED	RESOLVED	RESOLVED
	HSRI-NHPRI 2016-03-16 23:07:29	Source: NPPES 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: LIFESPAN 2016-03-17 11:32:03 Link Status: Link Link Reason: Threshold Link Weight: 27.578 Work Category: None	Source: HSRI-BCBSRI 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
	ISOeAQxwmRY7LYeFnjeKNfia80Q=	1548263494	PI7EXUN274	064147	ISOeAQxwmRY7LYeFnjeKNfia80Q=
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 MD06414: 1984-06-20 Renewal Date: 2016-06-30 Status: Active Type: Credential ——— Rhode Island NPPES Allopathic & Osteopathic Physicians 208000000X 6414: Yes		Rhode Island NPPES Allopathic & Osteopathic Physicians 208000000X 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:	

RIQI Provider Directory Value Proposition

Uses

➢ Master Provider Record for Health IT 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

- ➢ 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

Amy Zimmerman, MPH
State HIT Coordinator
amy.zimmerman@ohhs.ri.gov

Elaine Fontaine
Director, Data Quality and Analytics
Rhode Island Quality Institute
efontaine@riqi.org