INNOVATION AND TECHNOLOGY (EX) TASK FORCE

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Presenting today

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Partnering on Innovation Regulatory Solutions

Our customers include CMS; regulatory agencies in California, Florida, Massachusetts, New York, and New Jersey; and almost 300 health plans.
States need to constantly monitor and trend compliance to network adequacy and accuracy regulations and provide health plans the means to immediately remediate variances.

Real time visibility to network performance
Lessons learned, State partners using technology and innovations to:

|• Inform Regulations specific to geographic and specialty needs • Routinely enforce regulations to provide Consumer Protections |
|• Accommodate a growing number of submissions and new plan types • Foster continuous Data Accuracy improvements |
|• Adapt to a continuously changing industry • Alleviate the burden on scarce time and resources |
TODAY’S CHALLENGES AROUND CONSUMER PROTECTIONS
Federal programs and states are mandating adequacy and accuracy standards

Mandated Data Attributes

Provider Info
- Name
- Title
- Gender
- Language
- Phone
- Email
- Expertise

Professional Details
- NPI Number
- Specialties
- Accepted Networks
- Network Status
- License Number
- Group Affiliation
- Hospital Affiliation
- Board Certification

Practice Details
- Business Name
- Address
- Phone/Fax
- Language
- Email
- Office Hours
- Facility Type
- ADA

36 States have provider directory requirements

Monthly provider directory update required
Timely provider directory update required
Quarterly or annual provider directory update required
Cost of healthcare is unsustainable

Worker contribution

Employer contribution

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Health plans are responding by narrowing networks.
Resulting networks provide limited accuracy.

52% of 6,000k doctors

>50% plans 30-60%
The result—consumers face surprise billing & higher costs
Access issues pointing out data inaccuracies

Managed-care companies overstate the number of physicians available to treat the state’s sickest patients.

Dallas News, June 4, 2018

Centene fined again for failing to meet ACA provider standards

Healthcare Finance, March 27, 2018
Technology and Innovation provides:

- Better data
- Better networks
- Better experience
### Network Adequacy

**Active Service Area**

<table>
<thead>
<tr>
<th>Specialty Groups</th>
<th>Specialty</th>
<th>Access %</th>
<th>In County</th>
<th>Servicing</th>
<th>% of Market</th>
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<tbody>
<tr>
<td>Specialty Groups</td>
<td>Primary Care Physicians</td>
<td>100.0</td>
<td>342</td>
<td>2,092</td>
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<td>Pediatrics</td>
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<td>698</td>
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<td>Allergist/Immunologist</td>
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<td>271</td>
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<td>1,887</td>
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<td>1,520</td>
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Provider Transparency – Data Accuracy

Attestations | Audit Trails | Real-time Access | API Workflows

ATTESTATION

• Location and contact information
• Panel Status
• Insurance Carriers
• Etc.

DATA SCIENCE

• Data Aggregation
• Credentialing
• Claims Data

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State of New York
Network Adequacy across all departments

75 New York Health Plans
9 Million provider records submitted each quarter

Network adequacy and accuracy monitoring tools
State of Washington
Data Accuracy

9 health plans

Consumers

Smart Health Plan Finder
GetInsured

Health Plan Portal
BetterDoctor

Online Attestation Portal
BetterDoctor

93% of state’s providers outreached

January 2018
Accurate Provider Data for the Washington Health Benefit Exchange
Data Analytics
Providing a Real-time Lens into Networks over time to help ensure CONSUMER PROTECTIONS
Technology and Innovation provides:

Better data
Better networks
Better experience