

1.1 Provider Directory Accuracy	
A. Annual Audit	(i) Using a true random sample, the carrier shall audit, at a minimum, the accuracy of the addresses, phone numbers, hours of operation, and panel status for at least 15% of primary care providers, 15% of behavioral health providers, and 15% of specialty care providers, or a sample of provider types as approved by the superintendent. The results shall include the number of providers removed from the directory and records updated as a part of the audit. <i>Use the Section 1 Workbook Provider Directory Accuracy to complete 1.1 Prov. Directory Audit</i>
	(ii) Screenshots of the provider directory to show that carrier has made the necessary corrections for a random sample of 10 providers. If the audit does not find 10 provider directory inaccuracies, please provide screenshots of all updates made to the directory: <i>Use the Section 1 Template Provider Directory Screenshots to complete</i>
B. Provider Verification	i. Relevant excerpts of the provider manual and a screenshot of the provider website instructions of how to update provider directory data and report inaccuracies. The instructions in the provider manual and website shall be the same. <i>Upload only relevant excerpts of the provider manual in SERFF under Section 1</i> <i>*Naming convention: [section 1.1 B. i.]_[provider manual]</i> <i>Screenshot of provider website instructions:</i>
	ii. A screenshot or cut and paste the standard language used in notices to providers soliciting updates/verification of provider data. <i>Insert screenshot:</i> OR <i>Standard language:</i>
	iii. A screenshot of standard operating procedures with deadlines for the removal or suppression of a provider or facility that fails to respond to data update inquiries.

	<i>Insert screenshot:</i>
	iv. A screenshot of standard operating procedures for updating the provider directory of provider or facility reported inaccuracies within the timeframe. <i>Insert screenshot:</i>
	v. Relevant excerpts of internal policies for updating the provider directory when a new provider is added to the network or contract termination. <i>Upload only relevant excerpts of the internal policy in SERFF under Section 1</i> <i>*Naming convention: [section 1.1 B. v.]_[internal policies]</i>
	vi. Relevant excerpts of internal policies or standard operating procedures for updating directory data upon verification of a consumer reported inaccuracy. <i>Upload only relevant excerpts of the internal policy or standard operating procedures in SERFF under Section 1</i> <i>*Naming convention: [section 1.1 B. vi.]_[internal policies/sop]</i>
C. Reliance on Inaccurate Data	i. A screenshot showing the page number within the Evidence of Coverage outlining member rights to be held harmless for out-of-network if member sought care based on inaccurate provider directory data. <i>Insert screenshot:</i>
D. Provider Directory Tracking System	i. Relevant excerpts of standard operating procedures securing historical provider directory data. <i>Upload only relevant excerpts of the standard operating procedures in SERFF under Section 1</i> <i>*Naming convention: [section 1.1 D. i.]_[sop]</i>

E. Consumer reported inaccuracies	i. A screenshot of the website's prominent display of instructions or a form on how to report provider directory inaccuracies.
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	<i>Insert screenshot:</i> OR <i>Form to report inaccuracies:</i>
	ii. Relevant excerpts from the Evidence of Coverage describing how members can report provider directory inaccuracies. <i>Upload only relevant excerpts from the evidence of coverage in SERFF under Section 1</i> <i>*Naming convention: [section 1.1 E. ii]_[eoc]</i>
	iii. Log of all consumer reports of provider directory inaccuracies and what was corrected and turn around times for any reporting errors. <i>Use the Section 1 Workbook Provider Directory Accuracy to complete</i> <u>1.1 Reported Inaccuracies</u>
F. Claims detected inaccuracies	i. Log of corrections made to the provider directory when detected during claims processing. <i>Use the Section 1 Workbook Provider Directory Accuracy to complete</i> <u>1.1 Claims Inaccuracies</u>
G. Provider Directory Data Verification	i. Name of any data contractor used to help verify provider directory data. <i>Data contractor:</i>
H. Telephone and Electronic Inquiries from Consumers	i. Relevant excerpts of internal policies for responding to members' telephone or electronic inquiries to verify providers' network status. <i>Upload only relevant excerpts of the internal policy in SERFF under Section 1</i> <i>*Naming convention: [section 1.1 H. i.]_[internal policy]</i>
	ii. A screenshot and link to instructions on how to contact the carrier to verify provider network data. <i>Insert screenshot:</i> <i>Link:</i>

I. Consumer Provider Directory Change Notice	i. A screenshot of the notice to members about changes to provider networks. <i>Insert screenshot:</i>