



**ATLAS**  
SYSTEMS



**PRIME 2020 Release:  
Comprehensive Solution for  
Health Plan Provider Data  
Validation and Interoperability**

[www.primeatlas.com](http://www.primeatlas.com)

In the last couple of years, we have seen significant investment by healthcare constituents in building a patient-centric model of care with the focus on care accessibility and information transparency across the care continuum.

The onus of this initiative lies with the care providers as well as the payers. However, it is the payer industry that must meet the federal and state regulations that require them to provide patients with access to the most up to date information on provider network and product participation status, age and coverage limitations, and other factors like appointment availability and tele-medicine status.

Each of these data points are key to the decision-making process of the consumer with finding the best provider for their healthcare needs. To ensure that payers maintain accuracy and transparency of their provider directories, CMS constantly publishes various compliance guidelines and controls along with the insight reports from the provider audit programs.

While the health plans strive to comply with regulatory guidelines and provide the patients with best tools and data to assist them with their decision-making process, the efforts associated with maintaining this dynamic data can be exhaustive, complex and costly.

We have been working with many such clients for over a decade and have an in-depth understanding of industry process complexities, administrative overheads and the huge cost of penalties. As technology leaders, we invest in product roadmaps that are aligned to evolving industry needs of health plans with minimal disruption in their current business process.

Over the years, we have seen an upward trend of digital adoption in every business function, and more so when it comes to consumer experience. How does this influence or impact the provider directories? The healthcare consumers expect to have all requisite information handy to make an informed decision about their provider. This means that apart from the basic provider network information, the health plans need to provide more granular details that are pertinent, and up to date.

The 2020 release of our provider data validation solution, PRIME, includes support for additional data elements critical in maintaining an accurate provider directory. While some states have made these data elements mandatory, most health plans are voluntarily collecting to provide better visibility to their consumers.

## **Below are the key data elements which are supported in PRIME 2020:**

- ⇒ **Telemedicine participation status** – In the current COVID-19 pandemic situation, one data point that has topped the list of validation data set is, if the provider office provides remote care. In a span of few months, this has become the most imperative information that patients are seeking before selecting a provider office for their next visit.
- ⇒ **Panel status acceptance existing/new patients** – A simple yes/no validation of accepting new patients is not enough to understand the status of provider availability. For example, an office may not be currently accepting patients due to provider being on a short sabbatical but may have plans to open in the following quarter. In another case, offices may be accepting new patients by referral only. In the absence of such details, the online directories are not accurate and thus do not present adequate information for the decision-makers.
- ⇒ **Patient age range** – While this used to be a simple min and max age, we noticed that many health plans preferred to provide a gradation for age range. The various age brackets are simpler to interpret by end user and are more standardized for processing by the payers.
- ⇒ **Product and Network awareness and participation** – To assess the in-network status of providers, it is important to list the provider participation status not only at the plan level but also at individual product level. Furthermore, some plans also collect the ‘accepting patients’ status at each product level, hence leaving no ambiguity for the user when reviewing their provider options.
- ⇒ **Provider office Email and URL** – Some states have now made it mandatory for the health plans to collect accurate communication details for provider office, example provider email and URL. This is to ensure that once user has selected the provider office, they are able to communicate with the office through multiple options like phone, email etc.

In addition to providing a comprehensive validation dataset, another key feature included in this release is the enhancement of PRIME self-service portal. Administrative staff in provider offices are always strapped for time, which is why they need a simplified verification tool which can be used at their convenience and availability.

The improved PRIME self-service portal has enabled the provider offices, especially large groups to complete self-verification in fraction of time. Some key features include group registration, one-time authentication, roster download/upload options for bulk verifications and, pre-filled forms. Consequently, self-service adoption has increased from 5% to more than 50%. This is testament to the fact that the tool saves a lot of time for the office staff and is easy to use with minimal learning curve.

All new features listed above Adding above data elements to list of provider validation package has made our solution more comprehensive and up to date. Below are some of the advantages at a glance:

- ⇒ An exhaustive set of data elements available for network validation so the plans can select their specific validation requirements
- ⇒ Access to default state-level validation sets so that the plans don't have to spend time on reviewing state-specific compliance guidelines
- ⇒ Metrics available at each data element level to get quick insight into provider office response trend and adoption rate
- ⇒ Minimal ramp-up time to get started with the validation cycle

If you would like to know more about our provider data validation solution, schedule a call with us or visit the [PRIME website](#).

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