

Symphony Provider Directory Roles & Responsibilities

Guide to SB 137 compliance & how the Symphony Provider Directory will support

The Symphony Provider Directory, previously known as the Provider Directory Utility (PDU), will make it easier for health plans and provider organizations to achieve compliance with SB 137 and other regulatory requirements through a single, cloud-based portal. Symphony includes functionality that supports many of SB 137 rules and requirements. Health plans remain responsible for achieving full SB 137 compliance.

DHMC and CDI are responsible for ensuring plans are compliant with SB 137 regulations by reviewing health plans' annual filings, conducting surveys and monitoring consumer complaints.

Scope (Symphony, Plans, Providers)

✓ Yes ✓ Partially — No

STATUTE & REGULATION	Function of Symphony	ROLES & RESPONSIBILITIES		
		SYMPHONY	PLAN	PROVIDER
UNIFORM STANDARDS <i>Utilize uniform data definitions, product/network standards, directory display specifications, search functionality requirements</i>	✓	Conform to the Dec 2016 DMHC and CDI uniform provider directory standards and future updates	Utilize uniform data definitions developed by DMHC & CDI	Utilize uniform data definitions developed by DMHC & CDI
H&SC 1367.27(b) <i>Provide a directory using consistent data definitions and network specific directories</i>	✓	Support standardized data definitions based on the specifications of DMHC & other regulators	Submit data using consistent data definitions developed by DMHC & other regulators	Submit data using consistent data definitions developed by DMHC & other regulators
H&SC 1367.27(c)(1) <i>Make online provider directory available on the plan's website & when notified of changes</i>	—	Not a direct function of Symphony; Enables plans to extract the data to populate online provider directory	Extract data from Symphony to populate provider directory	N/A
H&SC 1367.27(c)(2) <i>Ensure that plan's online provider directories are searchable by key categories (e.g., name, practice address)</i>	✓	Not a direct function of Symphony; Allows plans to extract data and search by key categories	Extract relevant data from Symphony to populate online provider directory; ensure information is searchable by key category	N/A
H&SC 1367.27(d)(1) -(2) <i>Provide plan enrollees with printed directories (upon request) & update them at least quarterly</i>	✓	Upon request, provide an up-to-date printable report that health plans can share with enrollees	Provide enrollees with printed directories upon request	N/A
H&SC 1367.27(e)(1) <i>Update online provider directory data at least weekly when informed of a change</i>	✓	Support requested changes and notify plans of changes weekly. May provide audit of health plan websites	Update online directory at least weekly when informed of a change via Symphony notifications	N/A
H&SC 1367.27(h) <i>Ensure online directories include all required provider & facility information (e.g., name, NPI, specialty, admitting privileges)</i>	✓	Capture all required data elements; allow plans to extract required data to populate online provider directories	Extract the required data from Symphony to populate online directories	Use Symphony to submit all required provider & facility information

Note: The California Provider Directory Utility (PDU) is now the Symphony Provider Directory (January 2019)

Scope (Symphony, Plans, Providers)

✓ Yes

✓ Partially

— No

STATUTE & REGULATIONS	DOES SYMPHONY SUPPORT?	ROLES & RESPONSIBILITIES		
		SYMPHONY	PLAN	PROVIDER
H&SC 1367.27(j) <i>Require contracted providers to inform the plan of changes within five business days</i>	✓	Enable providers to report changes within five business days	Use Symphony to update their online provider directories when notified of a change	Use Symphony to inform contracted plans of any changes within five business days
H&SC 1367.27(l)(1) <i>Review & update the entire provider directory on an annual basis (every six months for independent providers)</i>	✓	Enable provider notifications to validate and process updates; generate files to aid updates	Extract data from Symphony to update online provider directories annually (6 months for independent providers)	N/A
H&SC 1367.27(l)(4) <i>If a provider does not validate information within 30 business days, the plan will validate information within 15 business days</i>	✓	Support notifications to providers/plans to validate information, facilitate updates; document validation steps and timing	Validate provider information if providers fail to respond to validation requests	Update information and respond to validation requests
H&SC 1367.27(l)(4) <i>Plan shall remove providers from the directory who are non-respondent to validation requests</i>	✓	Flag providers who don't answer requests for validation; confirm whether removals have been made on the plan's directory	Responsible for removing providers from their directories and updating Symphony accordingly	Respond to validation requests
H&SC 1367.27(m)(2) <i>Provide an online interface for providers to submit verification or changes electronically</i>	✓	Provide an online interface for providers to submit data	Responsible for reminding providers to make updates through Symphony	Update information and respond to validation requests
H&SC 1367.27(m)(3) <i>Establish a process for consumers to report inaccuracies</i>	—	Not a direct function of Symphony; Will ingest changes submitted by plans & providers on behalf of consumers	Responsible for establishing a process for consumers to report inaccuracies and updating Symphony accordingly	N/A
H&SC 1367.27(o)(1) <i>Verify reported inaccuracies within 30 business days, contact the affected provider within 5 business days & implement updates to the online directory by the next weekly update</i>	✓	Automatically notifies plans of deadlines after a reported inaccuracy and documents the verification steps taken. Updates will be flagged in the database for inclusion in the plan's next scheduled weekly update	Use Symphony to update provider information in their online directories no later than the next weekly scheduled update	N/A
H&SC 1367.27(p) <i>Plan may terminate provider contracts or withhold reimbursement if a provider fails to provide accurate data or timely updates</i>	—	Not a function of Symphony; Will flag providers that are non-responsive	Responsible for terminating provider contracts or delaying reimbursement as necessary	N/A

Questions? Visit www.symphony.iha.org to sign up for updates or contact to symphonyinfo@iha.org to request more information.