

The Symphony Provider Directory streamlines how providers and health plans share, reconcile and validate provider data. As the statewide utility in California, Symphony helps reduce administrative burden and supports compliance with state and federal regulatory requirements including SB 137.



## California's Centralized Platform for Provider Data Management

### Driven by Collaboration

IHA is bringing health plans, provider organizations, regulators and other stakeholders across California together to improve the information that consumers access in health plan directories.

### Support at Every Step

No matter how you currently manage provider data, we connect to what works and partner with you to figure out how to streamline what doesn't. From roster management to formal multi-plan attestation, we simplify the provider data management every step of the way.

### Enhanced Data Quality

Symphony enables plans and providers to confidently meet state and federal regulatory requirements—improving data quality and driving industry standardization. We also facilitate a transparent process so plans and providers can hold each other accountable and achieve better results together.

### Did you know?

- **\$2.1 billion** is spent per year by commercial health insurers to maintain provider databases\*
- **48%** of online provider directories for Medicare Advantage were inaccurate\*
- **\$25,000** is the fine per error per physician that plans face for inaccurate directories\*
- State & federal regulations require providers to participate in **1-4+** attestation cycles a year\*
- Providers who fail to validate data may see delayed payments or removal from health plan member directories.\*



### For Plans

Instead of juggling multiple data files and calling providers, plans can access all provider information in one place to more easily update member directories, create efficiencies, and drive industry data standardization.



### For Providers

Providers can make real-time updates and validate information through a single portal or via FTP and are notified when information is accepted by all participating plans.



### For Consumers

When plans and providers use Symphony, they can more easily make updates to their internal systems and ultimately provide consumers and patients with the most up-to-date information.

*“Symphony is an industry-wide movement to make a positive impact in the California healthcare system by driving alignment around provider data management—supporting health plans, practice, providers, and ultimately healthcare consumers.”*

IHA President and CEO, **Jeffrey Rideout MD, MA, FACP**

## Current Provider Data Challenges

Frequent, duplicative outreach efforts to update and validate provider information leading to plan and provider fatigue

High administrative burden from manual roster management for each health plan with varying data format requirements

Attestation requests from health plans are disparate and occur frequently, with information often not updated correctly in member directories

Lack of access to information to easily cross-check data with validated sources and data conflict loops are frequently never closed

Inaccurate health plan directories that cause frustration and financial burden for consumers

## How the Symphony Provider Directory Supports



Centralizes provider directory updates in one place and streamlines the data exchange and validation process between plans and providers



Replaces manual roster management process and works with data in any format to help plans and providers quickly integrate into the utility



Facilitates a centralized, multi-plan attestation process on quarterly basis in compliance with SB 137 and CMS requirements for Medi-Cal and Medicare.



Leverages contract-level information and encourages market collaboration to give providers and plans the tools they need to validate their information or mitigate data conflicts as needed



Provides health plans the tools they need to maintain more up-to-date and accurate member directories

## About the Symphony Provider Directory

Led by the Integrated Healthcare Association (IHA), the Symphony Provider Directory is the centralized platform for provider data management in California. Symphony streamlines the way provider data is shared and validated between health plans and providers, and improves the quality of information that consumers use to make decisions about coverage and care.