

Provider Rosters and Member Panels... *Accuracy Matters*

Accurate Data Drives

- Correct loading of practitioners and providers driving accurate claims payments
- Provider Directory accuracy used to assist patients and their families with making educated choices when choosing a health plan, PCP and specialty care.
- Member assignment that aligns with provider restrictions and panel status
- Positive member/patient experience
- Accurate data for Value Based Contracting, Risk Adjustment, CoC and Quality

Potential Impacts of Inaccurate Data

- Claims may process incorrectly (i.e. deny, process as non-par)
- Confusion for members/patients and their families when searching for in-network providers
- Panels with high numbers of members without visits
- New members auto-assigned that are outside of the PCP age restrictions
- New members auto-assigned to open panels that may in fact be closed
- New members auto-assigned to practitioners under your TIN due to the health plan not being notified of their termination
- Potentially adverse impacts on Value Based Contracts
- Potentially adverse impacts on Risk Adjustment, CoC and Quality

Enrollment Tips

- Enroll in all applicable locations and billing NPIs
- Ensure primary providers panel status (open/closed) is accurate for each location. Members WILL be auto assigned to open panels
- Ensure age/gender restrictions align with new members you will accept. Members WILL be auto-assigned within the restrictions provided
- Health Plan does not enroll retroactively
- Please submit enrollments of 5 or more on a roster
- View our Enrollment Tip Sheet on NH Healthy Families' website under Guides:
<https://www.nhhealthyfamilies.com/providers/resources/forms-resources.html>

Provider Update Tips

- Submit all updates with 30-Day notification with the Provider Change Form
- All updates should be submitted to NH Healthy Families Network Ops email
- Provide immediate notification of all provider/practitioner terminations to NH Healthy Families Network Ops email
- Please abide by the formats indicated in the roster "instructions" tab when updating / reconciling rosters

Email Network Ops: NH_ProviderNetworkOperations@Centene.com