

Directory Accuracy

The Maryland Department of Health (MDH) engages in a broad range of activities to monitor network adequacy and access. These areas have been subject to greater oversight since the Centers for Medicare and Medicaid Services (CMS) issued the Final Rule CMS-2390-F, the first major overhaul to Medicaid managed care regulations in more than a decade.

Accurate online directories are key to ensuring members have access to accurate information about network providers. It is important that providers partner with Maryland Physicians Care (MPC) to ensure compliance with the standard set by MDH.

MPC employs several processes to facilitate review and updating our provider directories:

- Lexis Nexis VerifyHCP® is a quick and easy secure directory verification portal developed in collaboration with the American Medical Association. Providers may receive an email, fax, or phone call asking to validate and update directory information.
- Telephonic outreach will be employed by MPC and the MDH External Quality Review Organization (EQRO) to validate the directory. It is important for the person answering the phone to validate the information regarding the practitioners as members use the online directory to search for providers and should receive the same information when calling the provider directly.

Your participation in these surveys and verification processes are critical to ensuring members have access to accurate information and to support regulatory standards established by MDH.

Questions?

Contact MPC Provider Data team at MPCproviderdata@marylandphysicianscare.com.