



# Provider Information Management

## Availity Essentials

*Health plans have long struggled with inaccurate provider data, which is a root cause of other problems such as obsolete provider directories, undeliverable provider mail, and network adequacy complaints. One reason is that health plans lack a good way to contact providers to obtain updates. They rely on mail and phone calls, which don't always reach the right people and often lead to provider abrasion.*

*Availity's Provider Information Management solution, available within Availity Essentials, offers a multi-payer approach to capturing provider data by putting the notification and data entry tools directly in the providers' workflow.*

## Provider Data Management

The Provider Data Management application detects changes in provider demographic information and uses Essentials workflows to notify providers and ask them to attest to the information's accuracy. The process is as follows:

### Analysis:

Availity receives data from the health plan and determines if there are changes that affect the provider's golden record. Availity also looks for anomalies in healthcare transactions, such as an address on a claim that's different from the address on record.

### User attestation:

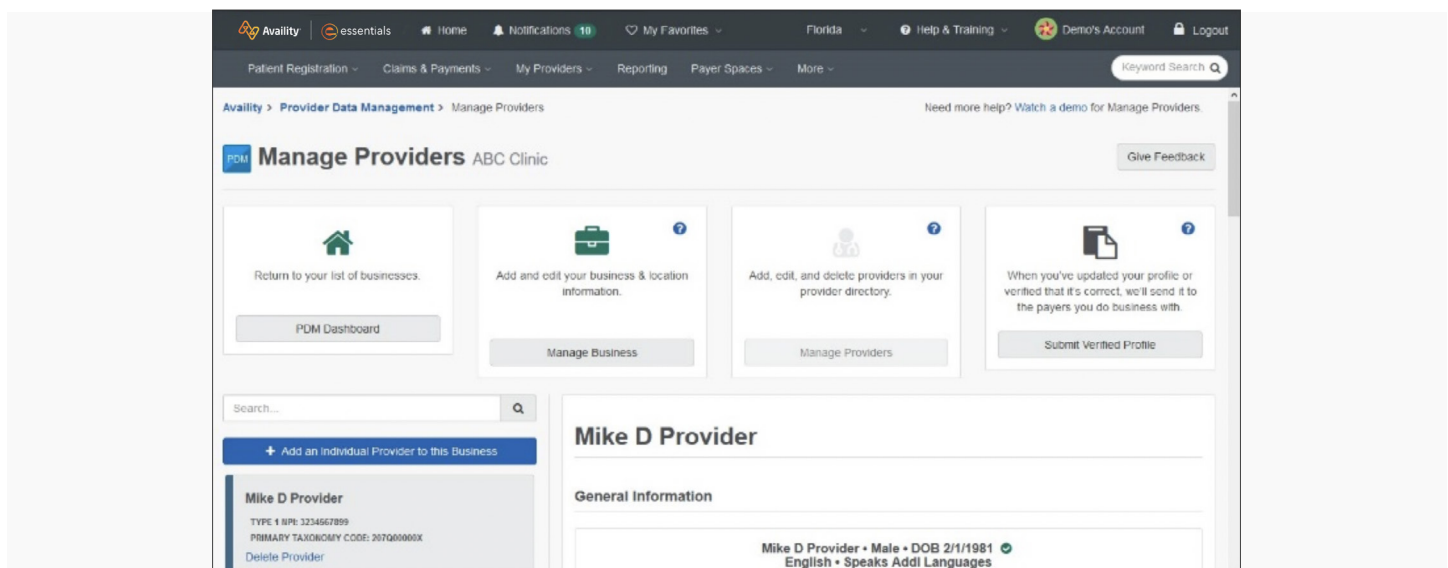
When discrepancies are found, Availity uses emails and messaging in Essentials to notify providers of the need to update or confirm information. Because Availity delivers only information providers need to correct the information, attestation rates tend to be higher. The provider can also choose to send the corrected information to multiple plans.

### Data exchange:

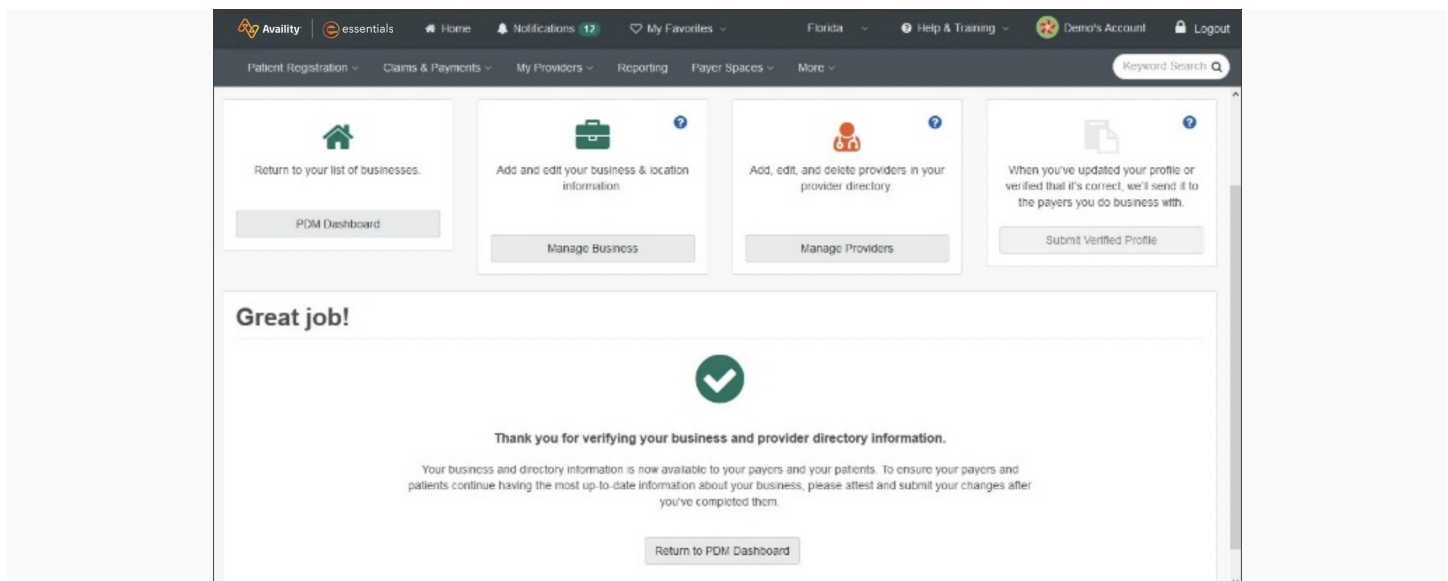
Availity returns all data to the health plan using a data format that can be ingested into back-end systems.



## Providers have a single place to view and update their information



## Providers can attest to the accuracy of their information and share it with select health plans.



## Credentialing

Availity works with health plans and their Credentials Verification Organization (CVO) to give providers a single tool where they can complete the credentialing application process. Leveraging Provider Data Management's functionality, the credentialing tool includes pre-populated information, where available, and a dashboard that gives health plans and providers visibility into the data and workflow.

By streamlining the process and improving transparency, health plans can reduce calls from providers with questions about where they are in the workflow and what information is still outstanding.

## Learn More

To learn more about how Availity engages providers on Essentials, visit us at [Availity.com](https://www.availity.com).

**Why Availity?** For 20 years, Availity has connected, delighted, and empowered the nation's healthcare ecosystem to advance patient care.

