
What is the Oregon Provider Directory?

The Oregon Provider Directory will be a single, trusted source of accurate healthcare practitioner and practice setting information that will support healthcare operations, care coordination and health information exchange, and healthcare quality analytics. It is a resource for health care organizations and providers and is not consumer or patient-facing.

When will it be available?

The OPD will rollout incrementally. In late 2019, OHA will begin a soft launch to a targeted group of participants. Having a soft launch period will allow users to test the quality of the data and establish a clear value proposition before rolling it out to a broader audience. Initial use cases include finding HIE addresses, contact information, and using it as a source to manage local directory information. As tangible benefits are demonstrated, the OPD will become available to a broader base of users targeting use cases such as analytics, care coordination, and local directory validation. Value is expected to grow over time as additional data sources and users are onboarded.

Will the provider directory only include data on Oregon providers?

It will include providers in other states, like Washington, Idaho, and California if the contributing data source contains data on those providers.

Who can use the OPD?

Only health care organizations and practitioners, health plans, CCOs, and state agencies will be able to access the information. All users will be required to sign and adhere to a data use agreement that outlines appropriate use of the Oregon Provider Directory.

Why isn't a consumer-facing use case on the roadmap today?

We agree that consumers could benefit from a reliable, accurate source of provider data. Right now, it's vital that the OPD succeed in meeting its initial aims: help Medicaid providers support coordinated care, increase efficiencies, improve security and privacy, and enhance reporting capabilities.

For the OPD to meet the needs and expectations of consumers, it would need to have base-level information on a significant majority (75%+) of Oregon's providers. We understand that consumers would want to be able to find providers that offer a certain type of care, are accepting patients, and are affiliated with certain insurance plans. While the OPD has the potential to track most of these types of data, not all the fields and data are currently in the system.

Only once the OPD meets its initial aims and has the base-level information on a significant majority of providers could the state evaluate what else would be needed to support a consumer-facing use.

What is the definition of a provider?

The Oregon Provider Directory does not define who a provider is and will provide information on individual practitioners and organizations.

If a user notices there is incorrect data in the Oregon Provider Directory, how do they correct the data?

Users can report inaccuracies through the Oregon Provider Directory help desk ticketing system.

How will data coming in from multiple sources be displayed in the Oregon Provider Directory

Records from multiple sources (“Source Records”) are cleaned, deduplicated, formatted, parsed, selected, matched, and merged to create a single master record (“Master Record”) according to a set of business rules. Because Source Records from Data Contributors may conflict, trust preferences in the business rules are used to determine which source record should be included in the Master Record. Business rules are reviewed on an ongoing basis by the Program and updated when necessary.

What types of information will be in the Oregon Provider Directory?

The Oregon Provider Directory will include the following types of data for providers, including individual practitioners and organizations (e.g., clinics, hospitals, facilities). The general categories of data are listed below:

- Provider demographics – name, identifiers (NPI), gender, specialty
- Organization demographics – name, identifiers (NPI)
- Provider contact info – phone, email, fax, etc.
- Address(es) and location(s) – mailing, billing, and servicing addresses for the provider/clinic
- HIE endpoints, including Direct secure messaging addresses and trust community information needed for health information exchange
- EHR Info – Information related to meaningful use such as stage of meaningful use and the Certified EHR Technology (CEHRT)
- Affiliations – association(s) of providers to organizations which can be clinics, hospitals, payers, etc.

An implementation guide that contains a data dictionary that contains all fields will be available on our website under “Resources” in late summer 2019.

How are multiple practice locations/affiliations handled in the Oregon Provider Directory?

Multiple affiliations and locations can be linked and displayed for a single provider.

What are the costs to participate in the Oregon Provider Directory?

The Office of Health Information Technology received Medicaid funding to support the design, development, and implementation of the Oregon Provider Directory. OHA will assess and analyze the interest by non-Medicaid entities and corresponding fee options after the OPD is implemented.

How is data entered into the Oregon Provider Directory?

Users may submit data in a number of ways:

- Manual data entry in the web portal
- Dataset upload via the web portal
- Via application programming interfaces (APIs)

MiHIN, the Oregon Provider Directory vendor, will onboard each data source to ensure the files and processes run smoothly.

How are data access and permitted use monitored and governed?

Each organization and user are required to enter into data and system use agreements prior to being granted access to use the Oregon Provider Directory. MiHIN, the Oregon Provider Directory software vendor, will conduct ongoing monitoring and auditing of the system.

Who is the vendor for the Oregon Provider Directory?

MiHIN is the software vendor, and they provide help desk and data stewardship services. OneHealthPort provides Single Sign-on services and identity access management.

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For more information, please visit <https://www.oregon.gov/oha/HPA/OHIT/Pages/PD-Overview.aspx>.

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