

Oregon Provider Directory Overview

Presentation to PDAC
January 10, 2018



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Senior Director of Program Management
Michigan Health Information Network Shared Services

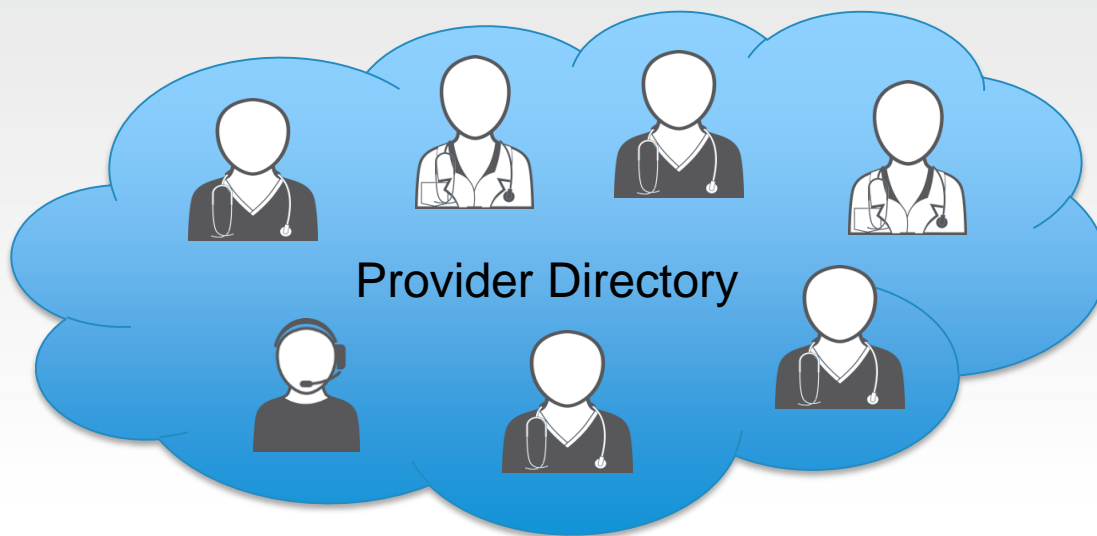


Agenda

- Introductions
- Provider Directory solution
- Provider Directory Demonstration

What is a Provider Directory?

- Up-to-date listing of healthcare providers, their demographic/contact information and affiliations
- Helps manage organizations, providers and multiple complex relationships between them
- Can contain electronic addresses used to route information to providers and organizations, or other functional data points



- Names
- Specialties
- Practice Units
- Managing Organizations
- Related Organizations
- Electronic Addresses
- ...additional attributes

Why the Provider Directory matters

- Helps coordinate care by making it easier to:
 - Look up healthcare providers and organizations
 - Determine best way to contact a provider or organization
 - Find details (e.g. practicing locations, hours of operation, etc.)
- Tracks program participation information
 - e.g. CQMR participation, Patient-Centered Medical Homes, Meaningful Use, etc.

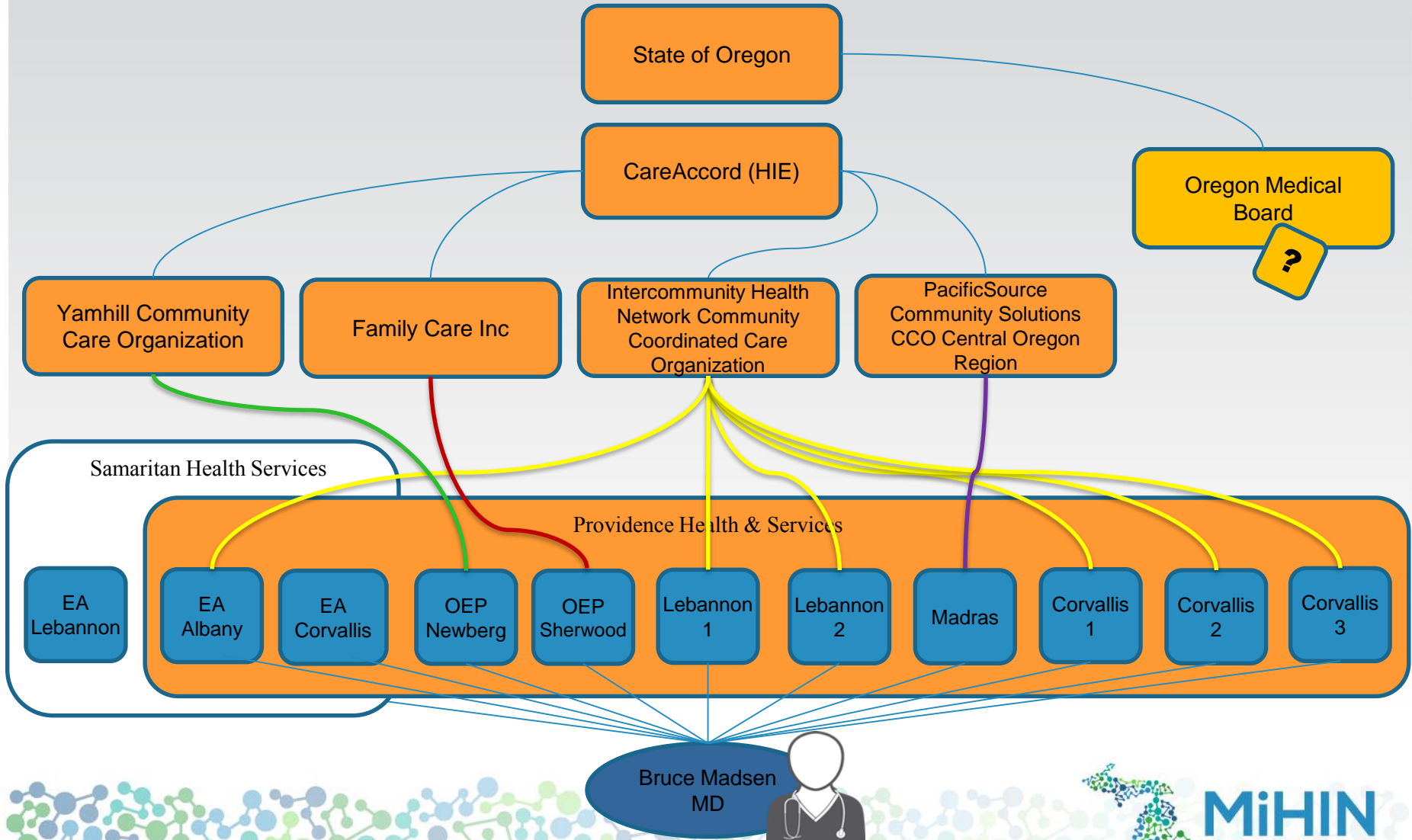
Why the Provider Directory matters

- Identifies most accurate data for each provider/organization
- Supports “report once” capability to ease provider burdens
- Aligns with national standards

*Every organization using the Provider Directory
contributes to Oregon’s goal for statewide
interoperability*



Real-world example of complexity



How does Provider Directory help?



Bruce Madsen MD

Specialty: Family Medicine

Phone: 541-723-6543

Fax: 541-723-6544

Email: bmadsen@providence.org

Gender: Male

Language: English

Medical License Number: 5101009638

NPI: 1649377945

Direct Address: bruce.madsen@direct.mihinss.net

Primary Location:

Metro Health Community Clinic

781 1st St SE

Eugene, OR 97401

Affiliations



One record linked to and listing all provider affiliations



Bruce Madsen MD

Affiliations:

[Providence Health and Services](#)

[Samaritan Health Services](#)

Care Coordination Organizations:

[Yamhill Community Care Organization](#)

[Family Care, Inc.](#)

[Intercommunity Health Network Community CCO](#)

[PacificSource Community Solutions CCO](#)

Other Affiliated Organizations:

[State of Oregon](#)

[Oregon Medical Board](#)

OHA Provider Directory requirements

- Import, aggregate, and validate provider data
- Create master record from multiple sources
- Generate quality score for each record
- Conduct data stewardship to ensure data quality
- Provide current and/or historical extracts of directory data
 - Standard extracts can be created and scheduled
 - Custom extracts can be modified and generated

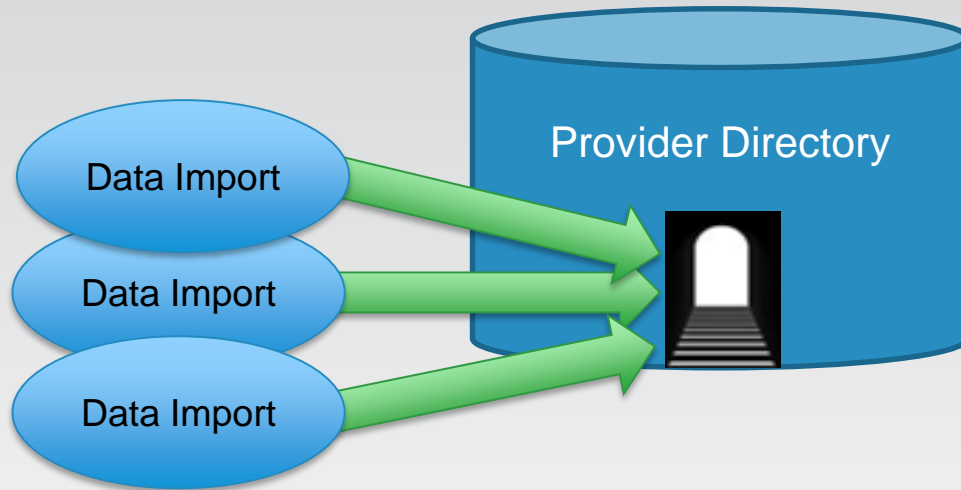


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Oregon Provider Directory solution



Building a Master Record

Source: NPPES

Bruce Madsen MD
Specialty: General Practice
Phone: 541-252-4100
Fax:
Email:

Gender: Male
Language:
License Number: 5101009638
DEA Number :
NPI: 1649377946
Direct:
Primary Location: MHCC FP
121 Main Street
Eugene, OR 97401

Source: Oregon Medical Board

Bruce Madsen MD
Specialty: Family Medicine
Phone: 541-355-1300
Fax:
Email:

Gender: Male
Language:
License Number: 5101009638
DEA Number:
NPI: 1649377946
Direct:
Primary Location: MHCC

Source: Providence Health

Bruce Madsen MD
Specialty: Family Medicine
Phone: 541-355-1300
Fax: 541-355-1710
Email: bmadsen@providencehealth.com
Gender: Male
Language:
License Number: 5101009638
DEA Number :
NPI: 1649377946
Direct: Bruce.madsen@direct.mihinss.net
Primary Location:
Metro Health CC
781 36th St SE
Eugene, OR 97401

Source: Blue Cross

B Madsenn MD
Specialty: Family Medicine
Phone: 541-355-1300
Fax: 555-555-1234
Email: bmadsen@providencehealth.com
Gender: Male
Language: English
License Number: 5101009638
DEA Number : BS1013351
NPI: 1649377946
Direct:
Primary Location:
Metro Health Community Clinic
Family Practice
781 36th Street South East
Eugene, OR 97401



Building a Master Record

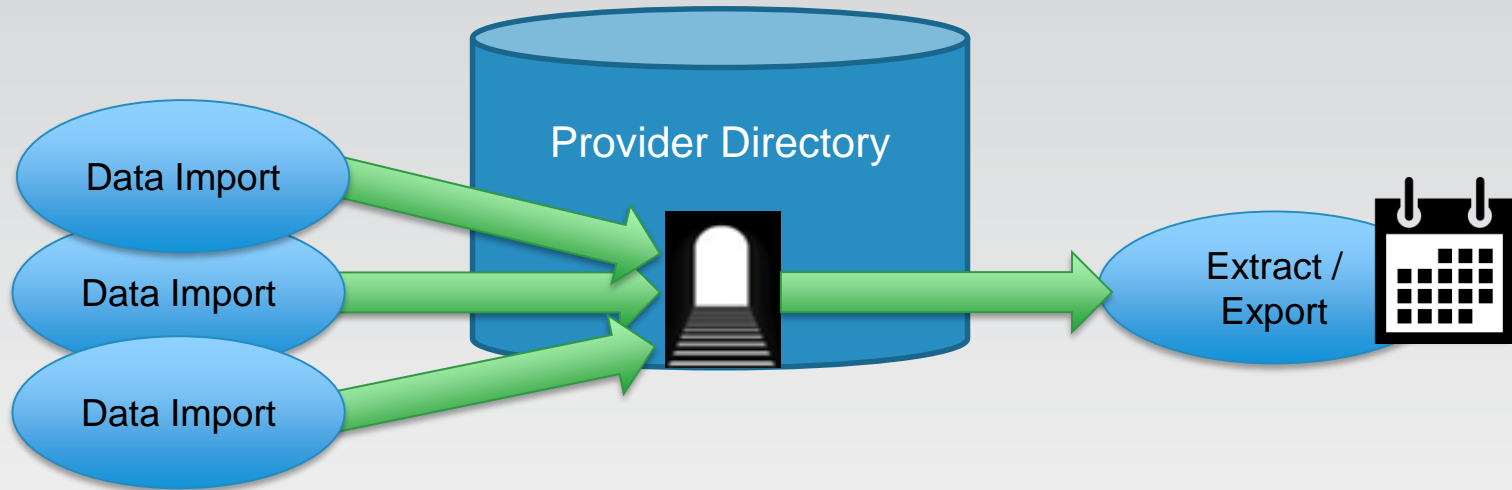
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Oregon Provider Directory solution



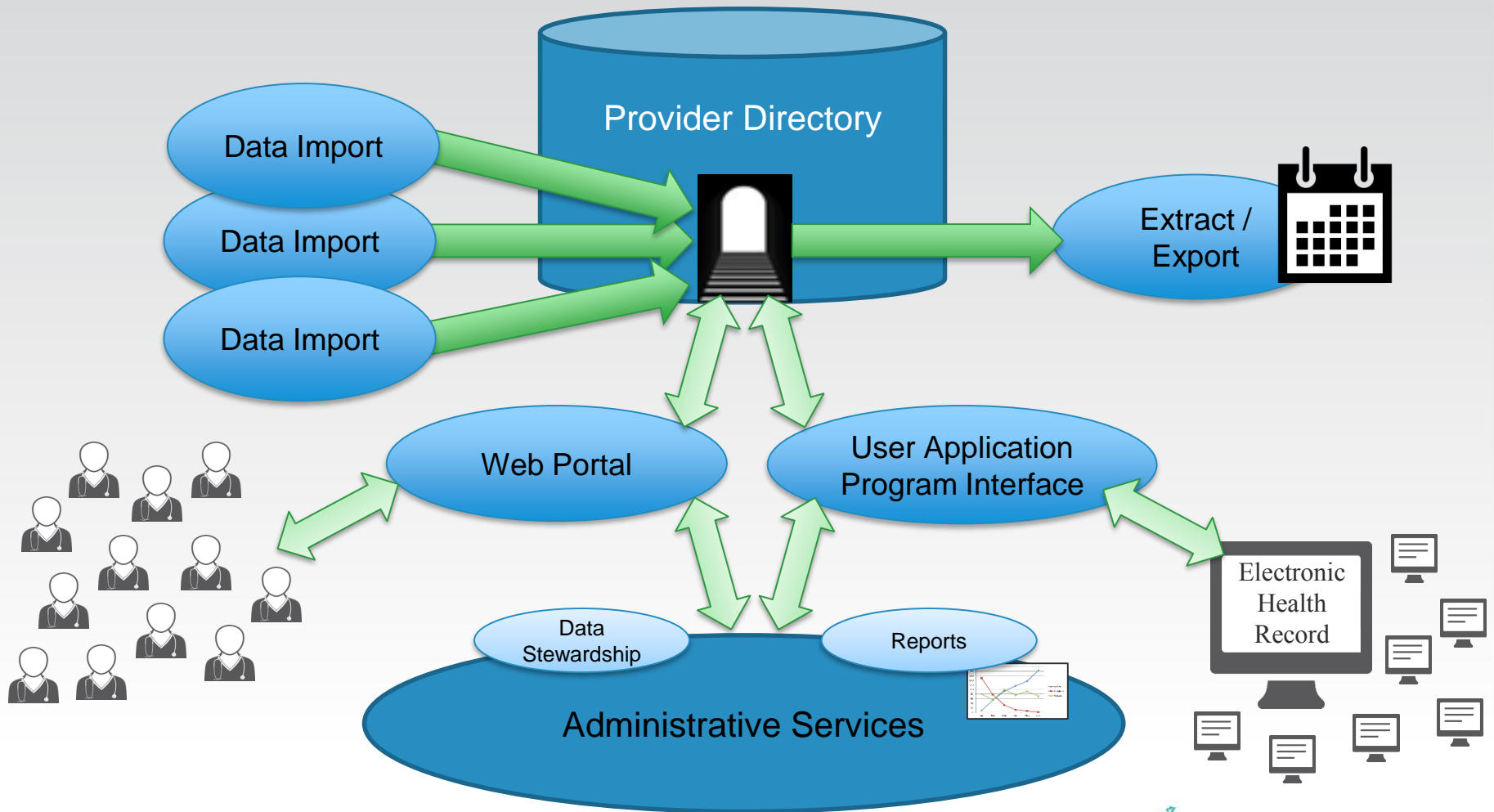
Provider Directory requirements (cont'd)

- Provide role-based access to data via web portal and API to:
 - Find and view practitioner and organization data
 - Drill down through data to access contributing records
 - Enter, update and manage data within user's population
 - Flag inaccurate data outside of user's population

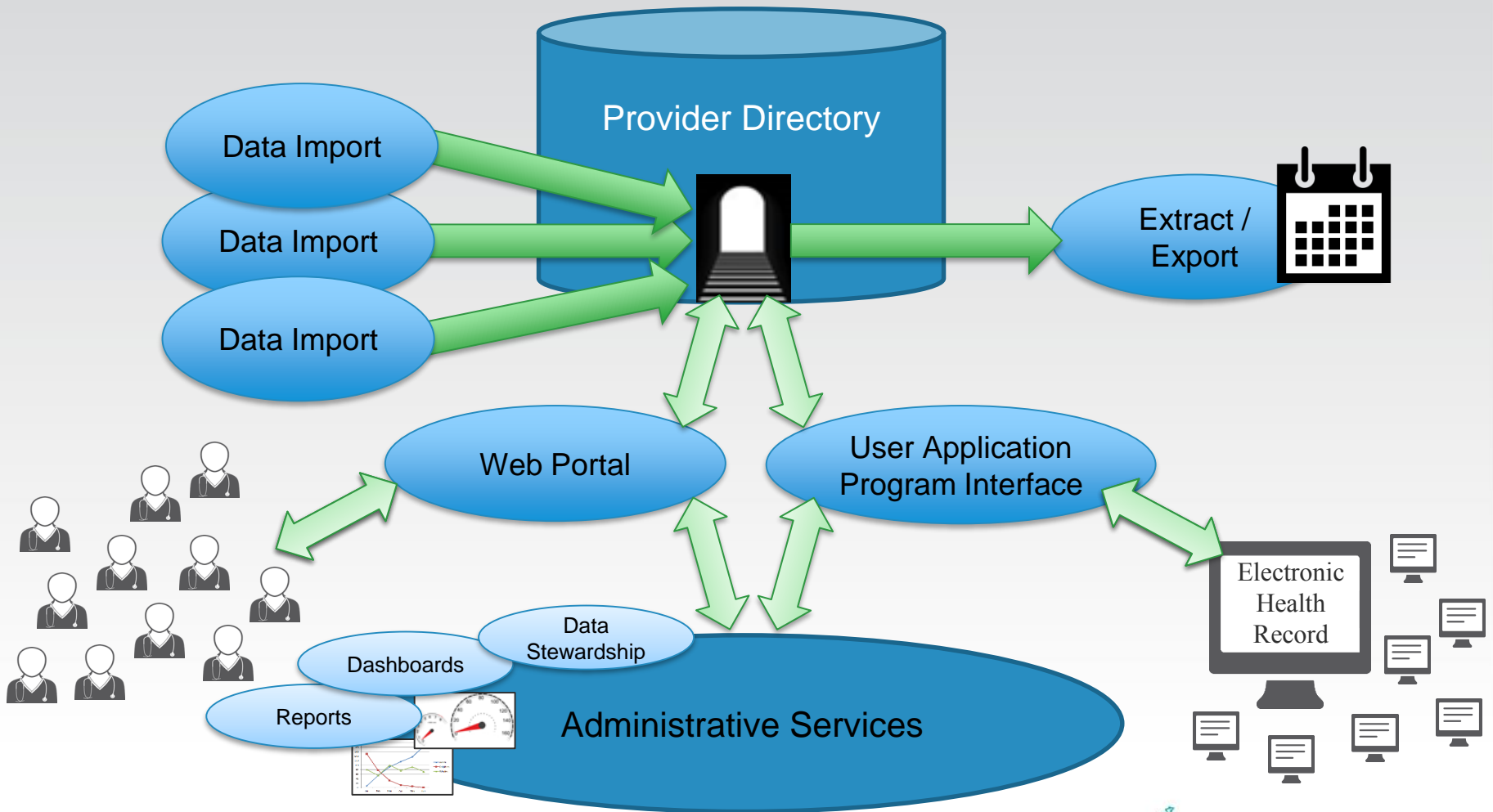
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Oregon Provider Directory solution



Oregon Provider Directory solution



Onboarding overview

- Two different types of individuals/organizations will need onboarding support to utilize Provider Directory:
 - Data source – an information-contributing individual or organization
 - User – any person or organization wanting to access the directory
- MiHIN will onboard data sources as identified and prioritized by OHA
- Users will be supported with online training materials

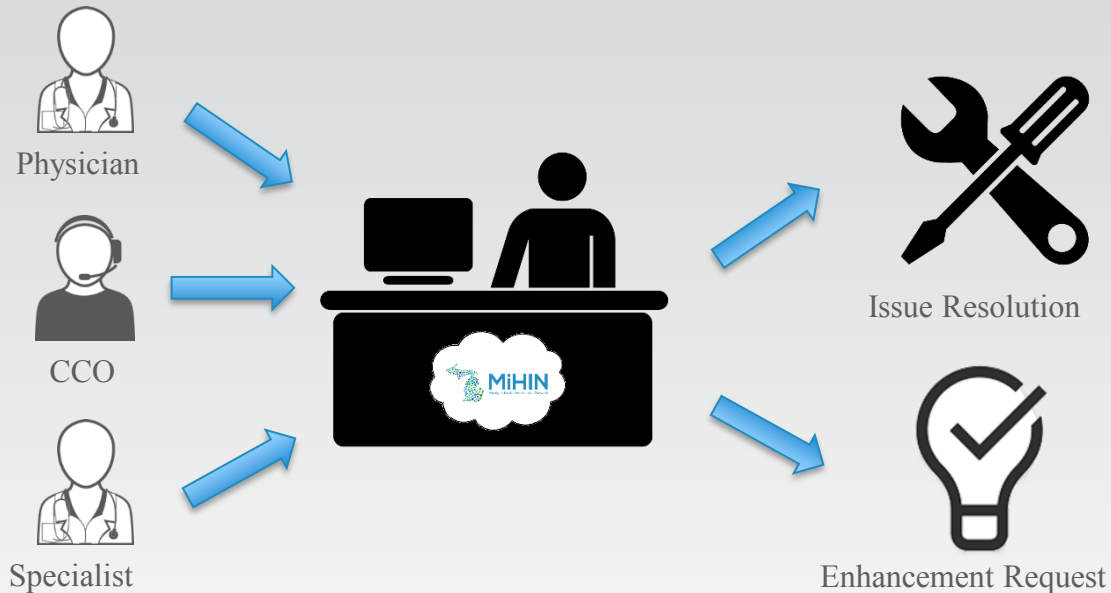
Process to onboard data sources

- Kickoff meeting with MiHIN and source representative(s)
- Evaluation and configuration
- Testing and implementation

Process to onboard users

- Attend/view role-based webinars
- Request account with identity verification (if applicable)
- Log in to use Provider Directory based on user role
- Review FAQs and training materials (as needed)

Help Desk Support



- Customer contacts MiHIN help desk for issue or enhancement request
- Help desk discusses query with customer, determines need, routes accordingly
 - Issue resolution requests are triaged, prioritized and resolved while maintaining communication with customer through help desk
 - Enhancement requests are evaluated for time/cost by configuration team, for prioritization by appropriate stakeholder group, and results communicated to customer

Provider Directory: Questions?

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