



California Orthopaedic Association

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"Keeping you Active"

Are you in Compliance?

The California Orthopaedic Association has received inquiries from its members about the validity of requests from third party entities asking them to update/validate their contact information with insurance carriers with whom they are contracted. Most recently, COA received inquiries regarding "BetterDoctor."

Are these requests valid?

Yes, they may very well be. If you do not respond, you could have your payments delayed or be deleted from the network.

"BetterDoctor" is currently partnered with and conducting outreach programs for Humana, Western Health Advantage, Care More, and Health Net health plans.

How can BetterDoctor help you stay compliant with state law? SB 137 mandates that health plans reach out to their contract providers twice a year to gather updated provider and practice information. Providers are also required to keep their information current with the health plans with whom they are contracted.

Here's what you need to know:

- **BetterDoctor will be reaching out on behalf of health plans.** You will receive information update requests asking you to confirm and update physician and practice information as needed.
- **You will update your information on-line - just once for all health plans that BetterDoctor represents.** You will receive an access code that can be used to update your practice information. When you login, the information that the health plan has about your practice will appear and you will be able to quickly make any necessary corrections.
- **You will receive an email confirmation after your update.** BetterDoctor will email your practice a receipt to let you know which plans you have sent your information to helping you comply with SB 137.
- **How will my data be used?** The data that you verify will be securely shared only with participating health plans to update their provider directories.
- **There can be penalties for not updating your information.** You, as a physician, are required to play a part in keeping provider directories up-to-date so that consumers can find the care they need. As such, it is important to respond to verification requests in a timely manner. Otherwise, you put yourself at risk of payment delays, removal from directories and networks and/or even contract termination.

(continued on reverse)

- **Physician Directory data changes often.** Any time you move practices or switch insurance, it's critical to update health plans so they can update their network patients. The more you stay on top of your data, the fewer misdirected patients you will have in your practice.
- **BetterDoctor's services are free for physicians.** BetterDoctor is contracted with and paid for by the health plans they represent.

Are you part of the Humana, Western Health Advantage, Care More, or Health Net networks, but you have not been contacted by BetterDoctor to update your information?

Contact BetterDoctor directly: support@betterdoctor.com and they will follow-up with you.

COA anticipates that these types of services helping health plans update their provider networks will become more common as pressure builds on the health plans to provide more accurate provider directories for consumers.

If you have been contacted by another service verifying physician/practice information for other health plans, please let us know so that we can share the information with other COA members. COA is urging companies, attempting to verify your practice information, to send their request via certified mail to orthopaedic practices to raise the visibility and importance of responding to their request.