

Elixir-P Comprehensive Directory Accuracy Scoring

Demographic + Network Accuracy Explained

Agenda

Background

Demographic Scoring

Network Scoring

Comprehensive Score Example


Elevance Health's Comprehensive Directory Accuracy Scoring

Leveraging CMS scoring as a foundation while incorporating Elevance Health's network accuracy and automation drives a more meaningful and comprehensive improvement




Demographic and Network accuracy scores are weighted to create a single, unified score

Demographic Accuracy	
Element	Deficiency Weight
Address	3
Phone Number	3
Accepting New Patients	1
Specialty	1


Centers for Medicare & Medicaid Services



Network Accuracy



Benefits

- **Scalable, automated** process leverages multiple **trusted** data sources
- Eliminates sampling error/sample bias by **improving ALL** provider data
- **Proactive** issue detection/response utilizing more frequent updates
- Supports **compliance**/financial risk mitigation (CAA)

1. Demographic Accuracy Scoring (CMS method)

Demographic Accuracy	
Element	Deficiency Weight
Address	3
Phone Number	3
Accepting New Patients	1
Specialty	1

Max Deficiency Weight of a Record is 3

Record #	NPI	Name	Address	Phone #	ANP	Specialty
1	1689712353	Dr. John Doe		481-8721	Y	
2	1689712353	Dr. John Doe	17 Sesame St.		Y	Orthopedics
3	7832579315	Dr. Cary Smith	16 S. Main St.	315-9874	Y	Neurology
4	7832579315	Dr. Cary Smith	16 S. Main St.	745-3157	Y	Neuro-Oncology
5	7832579315	Dr. Cary Smith	87 N. Main St.	555-1237	Y	

Step 1: Max Deficiency (5 records X 3 Max Deficiency) = 15

Step 2. Current Deficiency:

- **Record 1:** Address Deficiency = 3
- **Record 2:** Phone Number Deficiency = 3
- **Record 5:** Specialty Deficiency = 1

1 -

7 (Record 1 + Record 2 + Record 4) Deficiencies

15 (Max Deficiency)

=

0.53

Score = 53%

2. Network Accuracy Scoring

Record #	NPI	Name	Address	Specialty	Networks
1	1689712353	Dr. John Doe	123 Main St.	Cardiology	COM+
2	1689712353	Dr. John Doe	123 Main St.	Cardiology	PPO
3	1689712353	Dr. John Doe	123 Main St.	Cardiology	HMO
4	1689712353	Dr. John Doe	17 Sesame St.	Orthopedics	PPO
5	1689712353	Dr. John Doe	17 Sesame St.	Orthopedics	HMO
6	7832579315	Dr. Cary Smith	16 S. Main St.	Neurology	COM+
7	7832579315	Dr. Cary Smith	16 S. Main St.	Neurology	PPO
8	7832579315	Dr. Cary Smith	87 N. Main St.	Psychiatry	COM+
9	7832579315	Dr. Cary Smith	87 N. Main St.	Psychiatry	PPO

1. (10 Records X 1 Defect Opportunity/Record) = 10 Defect Opportunities

2. Record 10: 1 Missing Network (Defect) = 1

$$1 - \frac{1 \text{ (Record 10 Deficiency)}}{10 \text{ Defect Opportunities}} = 0.9$$

Score = 90%

3. Comprehensive Directory Scoring

Scoring Category	Rule Description	Attribute	Weight	Discrepancy Counts (Defective Records)	Deficiency Weight (Totals)	Opportunity of Defects	Maximum Deficiency (Total)	Element Level Accuracy
Demographic	Address needs to be updated	Address	3	3	3	15	15	(12/15) 80%
	Phone number needs to be updated	Phone	3	3	3	15		(12/15) 80%
	Provider is accepting new patients	Accepting New Patients	1	0	0	5		(0/5) 100%
	Specialty needs to be updated	Specialty	1	2	1	5		(3/5) 60%
	Overall Demographic Score				7			15
Network	Provider has missing network	Network	1	1	1	10	10	90%
	Network Accuracy Score				1	10		10
DIRECTORY ACCURACY SCORE					(7+1) 8		(15+10) 25	(17/25) 68%

Individual demographic element scores may be higher than overall demographic score due to differing deficiency weights

THANK YOU!

For any questions please e-mail:

DL-ELIXIR-P-Support@anthem.com