

MetroPlusHealth's Partnership with BetterDoctor: FAQ

- 1. What is BetterDoctor?** BetterDoctor, a division of Quest Analytics®, provides reliable provider network and verification services. By using the BetterDoctor [online portal](#) for validation, providers will play a crucial role in keeping the MetroPlusHealth directory up-to-date and accurate for members and help them to find the doctors they need. For providers, this partnership will ensure compliance with state and federal regulations for provider directory accuracy.
- 2. Why is MetroPlusHealth partnering with BetterDoctor?** MetroPlusHealth is partnering with industry leader, Quest Analytics' BetterDoctor solution, to simplify providers' verification process for our provider directory.
- 3. What is changing?** BetterDoctor will now reach out to MetroPlusHealth providers every 90 days to ensure that the information in MetroPlusHealth's Provider Directory is accurate, based on CMS's "No Surprises Act" guidelines. Providers will no longer need to reach out to MetroPlusHealth staff for validation. BetterDoctor will provide MetroPlusHealth with any updates needed to maintain accurate information about their practice in our directory.
 - a. Large Systems, facilities and practices (20 or more providers or > 5 facilities) can submit a roster of their providers.
 - b. Small practices and individual providers can attest to the data provided or make changes every 90 days.
- 4. Why are providers being asked to verify their information?** Health care regulations for provider directories mandate verification of directory data every 90 days. BetterDoctor will be reaching out to help providers and MetroPlusHealth stay compliant with federal and state requirements.
- 5. How do I verify my information? How long does the attestation process take?** The attestation process is very quick. In the coming weeks, BetterDoctor will be reaching out to providers with instructions and an access code to get started.
- 6. How often are providers required to verify their information?** With the introduction of the No Surprises Act in January 2022, providers are required to attest to the information published in health plans' provider directories every 90 days. Medicare Advantage and many Medicaid programs also require verification every 90 days.
- 7. What happens if providers don't verify their information?** Failure to verify information may result in removal from the MetroPlusHealth provider directory, delay of payments or termination of health plan participation agreements.
- 8. Does BetterDoctor sell the data?** No, BetterDoctor does not sell the information providers verify. They are contracted by MetroPlusHealth to validate the accuracy of our provider network displayed on our provider directory.
- 9. How will the information be used?** The data providers verify will be securely shared with MetroPlusHealth to update our provider directories.
- 10. Why are accurate provider directories important?** MetroPlusHealth plan enrollees need accurate information about which providers and facilities they can access in-network. Accurate provider directories are crucial when our enrollees are shopping

for coverage.

11. **What if nothing has changed since the last attestation?** Regardless of whether there have been any changes to the information, it is important to complete the attestation every 90 days.
12. **How do providers stop receiving validation requests for a location that does not belong to them?** If providers have service locations that are incorrectly linked to their contact information in the [BetterDoctor Portal](#), they can follow these steps to correct it and stop receiving validation requests for those locations:
 - a. Note the email address or fax number used for the validation request.
 - b. Identify the service location(s) that do not belong to the practice.
 - c. Click on the “Not My Location” link next to those service locations.
 - d. Confirm that their contact information should not be associated with those locations.
13. **How do providers update the contact information for their location?** To update information:
 - a. Go to the BetterDoctor Portal and enter the unique access code.
 - b. In the “Service Location Details” section, update the phone number, fax number and/or email address associated with their service location.
14. **How do practices add a provider to their service location?** To add a new provider, participating practices should submit a request through the MetroPlusHealth Portal, or contact MetroPlusHealth at 800.303.9626, Monday–Friday, 8am–6pm ET. MetroPlusHealth staff will collect information regarding the new provider, credential them as appropriate, and add them into the provider directory, before sharing with BetterDoctor.
15. **Where can providers get an access code?** BetterDoctor will be reaching out to providers starting July 29, 2024, to begin the verification process. Once connected, they will contact providers no later than 30 days before their next attestation due date and provide a unique access code. If providers have misplaced their access code, BetterDoctor will contact providers again within the following week and provide a new access code. Providers are also able to use one of the previously issued access codes to access the site.
16. **How do providers make changes to a submitted form?** If providers need to make changes to an attestation completed in the current 90-day cycle, providers may reuse the same link and access code to submit another attestation through the BetterDoctor [Portal](#).
17. **What is the best way for providers to complete their attestation?** Submitting an attestation online through the BetterDoctor [Portal](#) will allow providers to verify the information associated with their service location. This will also help ensure that their practice information appears correctly on MetroPlusHealth’s Provider Directory.
18. **Where can providers contact customer support?** To reach BetterDoctor’s customer support team, email them at support@betterdoctor.com or call 844.668.2543, 8am–5pm CST. To expedite a request, provide the access code present on the most recent validation request, along with the practice name, full address, name and contact information (phone number, email and fax number).

19. **How long will it take for the information providers validate to update in the BetterDoctor Portal?** Please allow at least 48 hours for validated information to reflect in the BetterDoctor Portal.
20. **Are there any incentive payments for providers to work with BetterDoctor?**
Yes! All Behavioral Health providers and practices who are in the MetroPlusHealth P4P program are eligible. Practices with 20 or more providers can earn \$500 every time they submit a roster. Practices with fewer than 20 providers can earn \$50 every time they submit a roster. See the [P4P Brochure](#) for more information.