What is VerifyHCP®:
VerifyHCP is a collaboration between LexisNexis® Risk Solutions and AMA Business Solutions* to simplify the process of validating clinician directory information in one secure and centralized location across all participating health plans. Verifying and updating within VerifyHCP is available at no cost to practices enabling health plans to provide accurate directories to patients.

WHY WE DO IT:
The accuracy of clinician directories is essential for patients when choosing an insurance plan and seeking medical care. Consequently, federal and state regulations require health plans to conduct regular outreach (most frequent is quarterly). Some regulations require a response from the practice; otherwise, you may be removed from the directory and/or have reimbursements withheld.

HOW IT WORKS:
• Participating health plans provide VerifyHCP with their directory data
• VerifyHCP cleanses the data and pre-populates the most accurate information into your verification platform for easy review
• You are notified by email when regulations require your payers to update health care directory information
• If verification is not received or you represent a large group, you may be contacted by phone or fax.

WHAT TO EXPECT:
We will contact you to verify clinician directory information quarterly. You are encouraged to reply to the initial email to avoid triggering follow up emails, faxes, or phone calls. You also may be contacted when a new payer is added to our program. Please note that clinicians can forward these requests to their practice managers.

EMAIL OUTREACH:
Be on the lookout for an email from VerifyHealthCarePortal asking you to register and verify information your payer has provided. Please follow these steps:
1. Click on “Verify your information now” in the email to visit the Portal
2. Register on the Portal
3. Confirm pre-populated directory information in each section and submit your verification on the summary page.

LARGE GROUP OUTREACH:
You will be contacted by phone or emailed a pre-populated spreadsheet. Please confirm or correct data in all spreadsheet tabs and return to your VerifyHCP representative.

This communication is intended to inform health plan contracted clinicians that the health plan is working with LexisNexis Risk Solutions and AMA Business Solutions to help ensure that directory information is verified and up to date. This document is being sent only for the purpose of informing you about this verification effort and is not offering, or selling you any products or services.

* AMA Business Solutions is the trade name of AMA Health Information Solutions, Inc., a wholly owned subsidiary of the American Medical Association. The AMA name and trademark are used by LexisNexis Risk Solutions and AMA Business Solutions under license from the American Medical Association.

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