Nearly **50 percent**\(^1\) of physician directory information is inaccurate.

**Survey Methodology**
A total of 703 physicians were surveyed to assess their experience with network directories. The online survey was conducted between December 2017 and January 2018. The survey sample was comprised of patient care physicians in the United States who are not residents or fellows.

**Physician directory information may impact patient care.**

- Physicians surveyed say their patients encounter coverage issues due to inaccurate information included in payer directories at least once per month.\(^2\)
- **52%**
- Data directly impacting a patient’s ability to receive care: practice address, contact phone numbers, in/out of network, accepting new patients.

**State and federal regulations require payers to maintain accurate physician directories, which means more frequent update requests to physicians.**

- Physicians are not aware of mandates related to the accuracy of payer directories.\(^2\)
- **73%**
- Vast majority say it’s important to be represented accurately in the directories.\(^2\)
- **89%**
- Almost half of physicians receive requests from payers for updates to their directories, and 25 percent of them receive three or more requests per month.\(^2\)
- **46%**

- Think it is very important that their practice information is represented accurately in payer directories.\(^2\)
- **76%**
- About two-thirds of physicians do provide information updates to payers, and they do so mainly by fax (38 percent).\(^2\)
- **68%**

**VerifyHCP™ streamlines physician directory updates with a single interface that transmits all physician updates to participating payers.**

- Most physicians express interest in having their practice use just one interface to send and update information about their providers to payers.
- **67%**

2. AMA VerifyHCP Awareness Survey, January 2018.