



IBM **Information Management** software

DataQualityFirst PartyQualityInsight™ Provider CrossWalk

Partner Solution

■ **Target Industry**

Healthcare Providers

■ **Business Application**

Claims Adjudication

Contracts

Enrollment and Credentialing

Healthcare Analytics, Fraud and Abuse

■ **Products**

IBM InfoSphere Quality Stage

Business Challenge

Health Insurance Portability and Accountability Act (HIPAA) regulations call for all healthcare organizations to use a single, centrally assigned national provider identifier (NPI) when conducting standard electronic transactions. Other participants in the health care ecosystem, such as pharmaceutical companies and pharmacies also need to incorporate NPIs into their business applications.

However this is extremely challenging. Healthcare organizations have no control over how providers comply with National Plan & Provider Enumeration System (NPPES) requirements. NPPES National Provider Identifiers (NPIs) do not have a one-to-one relationship with legacy identifiers for providers. Providers may have multiple names, addresses, affiliations and tax identifiers. Information about providers comes from various agencies and changes constantly. To this end, organizations often have multiple records for the same provider, resulting in fragmented and incomplete information in each individual record, causing business process inefficiencies.

The creation and maintenance of a single high quality repository about providers and the relationships between them addresses a number of core business imperatives, including:

- reducing the cost of managing health care information, including information about health care providers. An estimated 26 cents of every healthcare dollar is currently spent on administrative expenses;
- maintaining more complete and accurate information about health care providers to comply with government regulations and tie back to data in legacy applications;
- using the information about health care providers more effectively across the business organization and extended supply chain and delivery channel; and,
- improving the ability to identify fraud and abuse.

The Solution

Leveraging IBM® InfoSphere™ technology, the PQI Provider CrossWalk processes provider data from Centers for Medicaid and Medicare Services (CMS), Drug Enforcement Administration (DEA), State Licensing agencies, the Social Security Administration (SSA), and other sources to determine the unique providers and their affiliations represented in your data. The repository includes every “instance” of a provider from any source and incorporates all of the names, locations, identifiers and affiliations associated with each unique provider.

This enables organizations to:

DataQualityFirst™
Better data quality improves business performance!

- standardize the meaning of the individual provider data elements by assigning correct labels to all the piece parts of name, location, roles, relationships, contact methods and identifiers associated with providers;
- determine the quality of the attributes that describe providers. Data with insufficient quality is flagged and optionally quarantined;
- find all the instances of the same provider across all the input sources and group them together;
- find all the relationships between providers and formalize them;
- provide easy-to-use browser access for the business to analyze providers and provider relationships. Results are presented in a dynamic interface with graphical summaries and robust drilldown to details; and,
- generate the Provider Cross Reference and integrate across a variety of business applications.



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Value Proposition

PartyQualityInsight™ Provider CrossWalk provides an internal provider data reference solution that connects external provider data with internal applications. This enables healthcare entities to ensure NPI compliance and high quality provider data, and standardize, measure, validate and improve all the data associated with providers. Additionally, it provides the ability to identify relationships and duplicates, create composite views and maintain a comprehensive provider cross reference. Users can dynamically match legacy data to “cross walk” relationships between NPIs and legacy identifiers.

The solution provides summary statistics and trends over time, as well as complete access to and navigation through details suitable for line of business personnel as well as stewards and developers. Better provider data quality improves business performance, including higher first pass adjudication rates, better and more productive provider service, more accurate analytics and greater insight into fraud and abuse.

As a commercial off-the-shelf solution, PQI can be implemented to generate and visualize production quality results in days. While customization is always required, the time to value is dramatically reduced.

Company Description

DataQualityFirst is an enterprise software company that develops innovative solutions to resolve long standing data integration and quality problems for large business organizations. Our solutions incorporate high degrees of automation and visualization to drive concrete business value that leverages business investment in IBM technology.

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of this solution:
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