

**Practitioner Information Validation
(Credentialed Practitioners Types)**

Item	Description	Source	Frequency of Validation	Limitations
Practitioner Name		Credentialing application	At initial credentialing or recredentialing and other times when a change occurs and we are notified	N/A
Gender		Credentialing application	Self-reported -not validated	N/A
Specialty	The specialty or sub-specialty area in which the practitioner provides care	Credentialing application, clinic change forms, training programs, specialty boards	At initial credentialing or recredentialing (occurs every 36 months) and other times when a change occurs and we are notified	N/A
Board Certification	The specialty the provider is board certified in	Specific specialty board's website, licensing board's website if the licensing board primary source verifies the board certification, American Board of Medical Specialties (ABMS) or American Osteopathic Association (AOA) website	Upon initial credentialing or recredentialing (occurs every 36 months) and other times when a change occurs and we are notified	N/A
Hospital Affiliations	The hospital(s) where practitioner has admitting	Credentialing application	Upon initial credentialing or recredentialing (occurs every 36	When practitioners change sites, their hospital affiliations

	privileges		months) and other times when a change occurs and we are notified Self-reported -not validated	may not be updated
Medical Group Affiliations	The medical group(s) the practitioner is employed by or otherwise associated with.	Credentialing application, clinic change forms	At initial credentialing or recredentialing (occurs every 36 months) and other times when a change occurs and we are notified	We are not always notified when a practitioner changes medical group affiliations
Acceptance of New Patients	Indicates if the practitioner is accepting new patients in his/her practice	Clinic	Self-reported -not validated	We may not be notified when this changes
Languages Spoken by the Practitioner or Clinical Staff	The languages (besides English) the practitioner speaks with sufficient fluency to treat patients who speak only that language	Credentialing application	Self-reported -not validated	Not all practitioners provide this information
Office Locations	The location of all offices the practitioner works at	Credentialing application, clinic change forms	At initial credentialing or recredentialing (occurs every 36 months) and other times when a change occurs and we are notified	We may not be notified when a practitioner changes office locations

Hospital Information Validation

Item	Description	Source	Frequency of Validation	Limitations
Hospital Name	Marketing name of hospital	Contract upon initial association with HealthPartners. Changes after initial contracting are submitted by the hospital via written notification.	At initial contracting and other times when a change occurs and we are notified	N/A
Address	Street address of the hospital.	Contract upon initial association with HealthPartners. Changes after initial contracting are submitted by the hospital via written notification.	At initial contracting and other times when a change occurs and we are notified	N/A
Telephone Number	Main telephone number of the hospital	Self-reported by hospital.	At initial contracting and other times when a change occurs and we are notified	N/A
Quality Rating	Hospital rating based on stars – one star being lower quality and four stars being higher quality	Member surveys, claims data, and other data sources such as Minnesota Community Measurement, National Quality Forum, and the Institute for Clinical Systems Improvement (ICSI).	Annual	N/A

<p>Accreditation</p>	<p>Accreditation is a voluntary process through which a hospital is able to measure the quality of its services against nationally recognized standards. The goal of accreditation is to ensure that a hospital meets standards that suggest they are delivering quality care. Numerous accrediting agencies exist in the healthcare sector. For hospitals, Joint Commission is a common agency.</p>	<p>Upon initial association with HealthPartners, contracting staff requests information regarding the current status of the hospital's accreditation. A copy of the most recent accreditation survey is obtained from the Joint Commission web site or appropriate accrediting agency's web site. Quality improvement staff from the health plan review the survey report and determine if additional follow-up is indicated.</p>	<p>Every three years, HealthPartners confirms the hospital continues to be in good standing with the accrediting body. If issues are identified that raise a significant concern regarding the hospital's ability to render quality health services to enrollees, the issues are reviewed by HealthPartners quality improvement staff and action is taken, as appropriate.</p>	<p>None</p>
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