

BetterDoctor introduction – for physicians, office managers and billing staff

Did you know that federal and many state regulations require health plans — and often providers — to verify the accuracy of their provider directory information regularly, typically every 90 days? More important, an accurate provider directory ensures Samaritan Health Plans can connect the right patients more easily to you.

That's why SHP is excited to announce our partnership with Quest Analytics to streamline your verification process through their BetterDoctor solution.

[BetterDoctor](#) is trusted by 700,000+ health care professionals from 360,000+ locations to attest their information through their online verification portal. It's one way SHP is making administration of your provider data easier and helping you keep your information updated, meet compliance and contractual requirements, enhance relationships with patients and plans, and maintain a successful, thriving business. Plus, BetterDoctor is specifically designed to help reduce your regulatory risks by keeping a record of every change made to your provider data: what was changed, by whom and when.

In most cases, regulators audit plan directories by calling offices to verify the physicians practicing at that location. BetterDoctor also may contact physician practices by email, fax, telephone and U.S. mail to request a review and direct them to [BetterDoctor's online verification tool](#). You are encouraged to respond to these outreaches to ensure an accurate directory for all SHP members.

Some common discrepancies identified in provider directories include:

- The practitioner does not practice at the office.
- The practitioner is not accepting new patients.
- The phone number is incorrect or disconnected.

For more information about Samaritan Health Plans and BetterDoctor, providers can call SHP Provider Relations at 888-435-2396 or 541-768-5207. Or email shpprovider@samhealth.org.

For more information about BetterDoctor, visit their website questanalytics.com/solutions/betterdoctor/. You may also contact them at support@betterdoctor.com or by phone at 844-668-2543, Monday through Friday, 9 a.m. to 5 p.m. Central Time.