



## No Surprises Act – Provider Directory Update

On Dec. 27, 2020, Congress passed, and President Trump signed, the No Surprises Act as part of the Consolidated Appropriations Act, 2021. The Act regulates the responsibility of both payers and providers regarding provider information that appears in payer provider directories. The Act requires the following as it applies to provider directories:

### **Samaritan Health Plans is required to:**

- Verify and update the provider directory information every 90 days, at a minimum.
- Implement a process to remove providers from directories if the provider is not compliant with responding to SHP's attempts to verify provider data.

### **Providers are required to submit data changes to SHP:**

- When providers terminate a network agreement.
- In response to the quarterly Provider Data Validation process.
- Any time there are changes to the content of their provider directory information.

Current state and federal regulations are still in effect and contractual obligations to notify SHP of providers' changes still apply.

Samaritan Health Plans has partnered with Quest Analytics to streamline your verification process through their BetterDoctor solution. Each quarter you will receive an email from BetterDoctor with an access token and directions on how to attest and verify your information.

Providers are required to review the information and make any needed changes to the data. **If there are no changes to the data, the provider is still required to attest the information is accurate.** Providers who do not respond to each quarterly validation process are at risk of removal from the SHP directory due to non-compliance with the No Surprises Act.

To help answer additional questions about the attestation process, we have included FAQs on this webpage that address the most common questions. For additional assistance, please contact [support@betterdoctor.com](mailto:support@betterdoctor.com) or visit their webpage [BetterDoctor: Provider Data Verification & Validation](#) at [questanalytics.com](http://questanalytics.com).