Use Case Number	103
Use Case Name	Access to Provider Data
Subject Matter Area	Provider Data Management
Priority	1

Overview

Throughout the course of business operations, contributor end-users will have a need to access information from the Provider Registry (PR). Phase 1 development of the PR will involve the collection, storage, and matching of provider data from multiple sources along with query functions that will allow end users to have easy access to provider information. It is anticipated that the primary use of this PR information will be provider relations and customer service.

The objective of this process is to provide the end-user on demand access to registry data in an efficient and timely manner.

Operations requests for provider information may be received in various formats including phone inquiries, written requests, or issues raised during onsite visits. Inquiries may be received from providers or their representatives, plan participants, or other Medicaid business processes. End-users will have the ability to query provider data housed within the PR on demand through the user-interface to assist in the resolution in these inquiries. At a minimum, the end user will be able to query based upon the following fields:

- Any identifier including Provider Medicaid ID, Tax Identification Number (TIN), Social Security Number (SSN), National Provider Identifier (NPI), etc.
- Provider/Group Name
- Address
- Phone
- Specialty, provider type, and taxonomy
- PCP Indicator

There is no difference between a group provider search and an individual provider search. Every provider can have relationships. Below lists the type information that will be returned upon querying provider information.

- If the provider that is selected is a group, the relationships shown will be the providers within the group.
- If the provider selected is a performing provider with group affiliations, those groups will be displayed in the relationships list.
- If the provider has no relationships, which means it is neither a performer with group associations nor is it a group, nothing will be displayed in the relationship lists. Unless the provider has relationships to Patient Centered Medical Homes (PCMH) in which case those relationships will be shown.
- If the provider is a group and the user wishes to explore individual providers in that group then the user must access those providers separately, because in cases of large practices this would

be too much information to display on one screen. In order to get the group and all members of the group with their full information into one view, a report is needed.

The PR will allow for the use of a wildcard search using the % to allow for query to search for providers where complete information may not be available. Phonetic searches are also accepted by the PR to allow for search of names that are similar but not exact. The records will display the effective date of each provider along with the date the provider or service location was made inactive where applicable. There may be situations or scenarios where extensive amounts of provider data is needed. In this case, provider extracts of registry data are available and may be requested via the user interface.

In future phases, the PR could potentially be of use in other business areas where there is a need to access basic provider information. Potential future business use cases to the PR could be case management, care coordination, or referral management. The scope of Phase 1 is limited, as business and technology efforts continue to unfold, future potential use cases will be captured and existing use cases will be modified as DSS deems necessary.

Assumptions

End users will utilize the provider registry throughout the course of business operations to answer inquiries relative to provider data including demographic and specialty information.

Business Trigger Event

The process is triggered by an inquiry received from a provider, plan participant, or other business process requiring review of provider information.

Actors

Actor	Role
Contributor End-User	Query of the Provider Registry and receipt of returned information
Next Gate User Interface	Provides search mechanism to allow contributor end users to access provider data from the Provider Registry

Preconditions

1. Contributor End-User has been granted access through the Role Based Access Control (RBAC) process.
2. Provider data for the provider in question is housed in the Provider Registry.

Successful Outcomes

1. The contributor end-user accesses needed information from the Provider Registry.

Narrative Description

Primary Flow

When a contributor end-user receives a request for provider information from an inquirer that requires review of provider information they will log-in to the NextGate User Interface. The contributor end-user

will submit a query to the provider registry via the user interface. Search parameters include, but are not limited to:

- Any identifier including Provider Medicaid ID, Tax Identification Number (TIN), Social Security Number (SSN), National Provider Identifier (NPI), etc.
- Provider/Group Name
- Address
- Phone
- Specialty, provider type, and taxonomy
- PCP Indicator

Search will return a list of providers from which the user will pick the provider in which they are interested. The system then displays the full provider record, including all sub-objects. Sub-objects are repeating complex data structures such as addresses, relationships, or credentials.

In the event that only partial information is available or if the desired records are not received by using the information available the end-user may query by using a wildcard (%) or may do a phonetic search. Once the provider is located the information may be viewed in the user interface.

Alternate Flow
There are no alternate flows aside from failures.

Failures
1. If provider data is not stored in the registry for the provider in question no results will be returned.

Process Model
See Accessing Provider Data Use Case Workflow