

Provider Inactivity and Administrative Termination of Network Providers

Introduction

Up-to-date provider data, including but not limited to the information displayed in directories, is of vital importance for health care consumers, health plans, and other providers — and Harvard Pilgrim relies on providers to support maintaining information that accurately reflects network availability. We are required by the Centers for Medicare and Medicaid Services, National Committee for Quality Assurance, and federal and state laws to maintain up-to-date and accurate provider network information and provider directories.

Administrative Termination of Providers

We view lack of services rendered to our members by participating providers as an indicator of a potential data inaccuracy.

As a result, Harvard Pilgrim systematically reviews our provider network information on an annual basis, and may administratively terminate providers who have not provided services to our members for the immediate prior two years.

Prior to termination, Harvard Pilgrim will use our best efforts to contact the provider and/or the provider organization the provider is affiliated with, to request confirmation of whether the provider would like to remain a participating provider despite their inactivity. If unable to verify the provider's network information, Harvard Pilgrim may proceed with termination.

Ensuring Renewed or Continued Plan Participation

Please contact directory_inaccuracy_research@point32health.org if you receive a termination notice for inactivity but wish to remain a participating provider. A provider that is terminated through this process, but later would like to participate in the Harvard Pilgrim Health Care network may reapply to become a participating provider through our standard credentialing and enrollment process.

PUBLICATION HISTORY

08/01/24 original documentation