



**Commonwealth of Kentucky
Department for Medicaid Services
Division of Program Quality and Outcomes**

**Web-Based Provider Directory Validation Study
Summary Report – FINAL**

August 2015

Table of Contents

Table of Contents	2
INTRODUCTION	3
METHODOLOGY	4
Table 1: Survey Response Rates and Sample Size	4
RESULTS	6
Table 2: Rate of Providers Found in Web Directory	6
Table 3: Overall Accuracy Rates by MCO	6
Table 4: Findings for Each Validation Field.....	7
Table 5: Accuracy Rates by Field.....	8
Table 6: Web Validation of Undeliverable Provider Network Surveys	9
LIMITATIONS	10
RECOMMENDATIONS	10
APPENDIX A: Listing of Sampled Providers not Found in the MCO Web-Based Directories	11
APPENDIX B: Listing of Providers with Inconsistent Information in the MCAPS/Provider Network Survey and the Web-Based Provider Directories	13
APPENDIX C: Results of the Web Validation of Undeliverable Surveys	17

INTRODUCTION

As part of the newly founded Kentucky managed care system, validation of each managed care organization (MCO)'s web-based provider directory should be conducted by the external quality review organization (EQRO) to ensure information provided to members is consistent with the information that the MCOs report to the Kentucky Department for Medicaid Services (DMS).

In accordance with the Code of Federal Regulations (CFR) 42(4) § 438.10 (f) (6i), managed care enrollees have the right to access a listing of all providers who participate in the managed care plan. This listing is to contain contact information for each participating provider, as well as other pertinent information useful to enrollees including: address, phone number, languages spoken other than English, primary specialty and provider's panel status. MCOs are required to keep their provider directory current and accurate. The web directory must contain information as required by statute, regulation and the Medicaid contract.

The Web-Based Provider Directory Validation Study is one of a variety of activities performed to ensure enrollees are being provided accurate information regarding the providers comprising the health plans' provider networks. It is essential that enrollees have up-to-date and accurate information to enable them to contact their providers and schedule appointments that are timely and within easy access to their homes.

The objectives of this study were to determine the following:

- a) All providers included in the Managed Care Assignment Processing System (MCAPS) submission for each MCO are displayed in the web-based provider directory.
- b) Provider information published in the MCOs' web directories is consistent with the information reported in the MCAPS and/or the provider network survey responses.

METHODOLOGY

In October 2014, DMS sent IPRO five files containing each MCO's MCAPS submission for the most recent monthly provider data. The MCOs are Anthem Blue Cross and Blue Shield Medicaid, CoventryCares of Kentucky, Humana-CareSource, Passport Health Plan and WellCare of Kentucky.

IPRO conducted a two-phase mailing to validate the accuracy of the MCAPS data submissions for primary care providers (PCPs) and specialists participating with any of the five MCOs operating in Kentucky with a Medicaid product line. Survey responses were compared to information in the MCAPS and an error rate was computed for each data element that is validated. The resulting report is the *Validation of Managed Care Provider Network Submissions: Audit Report, August 2015*. For this audit, a random sample of 100 PCPs and 100 specialists was drawn for each plan, resulting in a total sample size of 1,000 providers. These providers received a survey by mail asking them to validate their information based on the MCAPS information. For this web validation study, a random sample of 50% of providers who responded to the survey was drawn, but no more than 50 providers from each MCO, i.e., 25 PCPs and 25 specialists. For CoventryCares of Kentucky and Humana-CareSource, however, the high number of excluded surveys meant that a full sample of 50 providers could not be drawn. Reasons for exclusions included surveys that were undeliverable, providers no longer being present at the location reported in the MCAPS or providers no longer participating in the MCO's provider network.

The response rate summary for the provider network survey and the final sample size for the Web-Based Provider Directory Validation Study by MCO are presented in **Table 1**.

Table 1: Survey Response Rates and Sample Size

MCO	Provider Network Survey					Web Validation Sample Size
	Initial Sample Size	Undeliverable Surveys	Adjusted Sample Size	Returns	Response Rate	
Anthem Blue Cross and Blue Shield Medicaid	200	18	182	109	59.9%	50
CoventryCares of Kentucky	200	33	167	74	44.3%	49 ¹
Humana-CareSource	200	40	160	92	57.5%	49 ¹
Passport Health Plan	200	21	179	102	56.9%	50
WellCare of Kentucky	200	24	176	107	60.8%	50
Total	1,000	136	864	484	56.0%	248
All PCPs	500	58	442	238	53.8%	123
All specialists	500	78	422	246	58.3%	125

¹For CoventryCares of Kentucky and Humana-CareSource, the web validation sample was comprised of 24 PCPs and 25 specialists.

For each survey that was included in the web validation sample, the reported provider information was validated against the corresponding MCO's web directory within one week of receiving the survey response in order to minimize the chance that any differences were due to real provider information changes over time. Web-based directories were searched using the sampled providers' names.

A Microsoft Access database was developed by IPRO, which presented MCAPS data and provider network survey responses side by side. If the information published in the MCO's web directories matched either the MCAPS or the provider's survey response, the information was considered accurate.

Pertinent provider information that was validated included:

- 1) Provider Name (Last Name, First Name),
- 2) Address (Address Line 1, Address Line 2, City, State, Zip Code),
- 3) Telephone Number,

- 4) Primary Specialty,
- 5) Provider Type (PCP or specialist),
- 6) Panel Status (Open or Closed), and
- 7) Languages Spoken by Provider/Staff.

Calculating Rates of Accuracy

The following accuracy rates were calculated:

- 1) Rate of Providers Found in Web Directory** – This rate was calculated to identify the number of providers in the web validation sample that were found in the corresponding MCO’s web-based directory. Sampled providers were searched by their first and last names in the web-based directory; therefore, this rate is equal to the accuracy rate of providers’ names. It is defined as the number of providers in the validation sample that were found in the web directory, divided by the total number of providers in the validation sample.
- 2) MCO Overall Accuracy Rate** – This rate identifies the number of providers in the validation sample that had accurate information when checked against the web-based directory. It is defined as the number of providers in the web validation sample that had accurate data reported for all the fields, divided by the total number of providers from the validation sample that were found in the web-based directory.
- 3) MCO Accuracy Rate by Field** – This computes the accuracy rates (per field) reviewed. For each field, the rate is the number of providers in the web validation sample that had accurate data for a specific field, divided by the total number of providers from the validation sample that were found in the web-based directory.

Web Validation of Undeliverable Provider Network Surveys

As a subanalysis, a random sample of 30 providers (3 PCPs and 3 specialists from each MCO) was drawn from the pool of undeliverable provider network surveys for the purpose of validating the addresses of these providers against the addresses published in the MCO’s web directory.

There were three outcomes observed in this subanalysis:

1. The provider was found in the web directory with the same address reported in the MCAPS.
2. The provider was found in the web directory with a different address reported in the MCAPS.
3. The provider could not be found in the web directory.

The results of the subanalysis can be found in **Table 6**.

RESULTS

As shown in **Table 2**, 96% of PCPs and 78% of specialists in the web validation sample were found in the web directories. CoventryCares of Kentucky and Passport Health Plan had the lowest PCP match rate, where 22 out of the 24 (92%) sampled PCPs for CoventryCares of Kentucky and 23 out of 25 (92%) sampled PCPs for Passport Health Plan were found in the web directories. Passport Health Plan also had the lowest specialist match rate, where only 10 out of the 25 (40%) sampled specialists were found in the web directory. **Appendix A** shows the full listing of sampled providers that were not found in the web directories listed by MCO.

Table 2: Rate of Providers Found in Web Directory

Type of Provider	Anthem Blue Cross and Blue Shield Medicaid		CoventryCares of Kentucky		Humana-CareSource		Passport Health Plan		WellCare of Kentucky		Total	
Primary care provider	n = 25		n = 24		n = 24		n = 25		n = 25		n = 123	
Found in web directory	25	100%	22	92%	24	100%	23	92%	24	96%	118	96%
Specialist	n = 25		n = 25		n = 25		n = 25		n = 25		n = 125	
Found in web directory	23	92%	16	64%	24	96%	10	40%	25	100%	98	78%

Table 3 shows each MCO's overall accuracy rate, which is the percentage of providers in the web validation sample that had consistent information reported for all fields between the web directories and the MCAPS or the provider network survey. Note that the denominator has been adjusted for this rate to include only those providers that were found in the MCOs' web directories.

Overall, 86% of sampled PCPs across all the plans and 88% of sampled specialists had accurate information published in the web directories. Humana-CareSource had the lowest overall accuracy rate for PCPs (71%), while Passport Health Plan had the lowest overall accuracy rate for specialists (60%). Anthem Blue Cross and Blue Shield Medicaid had the highest accuracy rate for PCPs (100%), while WellCare of Kentucky had the highest accuracy rate for specialists (100%).

Table 3: Overall Accuracy Rates by MCO

Type of Provider	Anthem Blue Cross and Blue Shield Medicaid	CoventryCares of Kentucky	Humana-CareSource	Passport Health Plan	WellCare of Kentucky	Total
Primary care provider	n = 25	n = 22	n = 24	n = 23	n = 24	n = 118
With accurate information	25	20	17	17	22	101
Accuracy rate	100%	91%	71%	74%	92%	86%
Specialist	n = 23	n = 16	n = 24	n = 10	n = 25	n = 98
With accurate information	22	13	20	6	25	86
Accuracy rate	96%	81%	83%	60%	100%	88%

The results of the web validation of each field are presented in **Table 4**. **Table 5** shows the rate of accuracy for each field that was validated against the web directory. **Appendix B** is a listing of providers that were found to have inconsistent information listed between the web directories and the MCAPS and/or the provider network survey by field.

Table 4: Findings for Each Validation Field

Validation Field	Findings
Site Address	<p>High percentages of sampled PCPs and specialists across all the MCOs had consistent site addresses published in the web directories that were consistent with the site address found in the MCAPS or the provider network survey. For sampled PCPs that were listed in the web directories, the vast majority (96%) had accurate addresses listed: Anthem Blue Cross and Blue Shield Medicaid, Humana-CareSource and WellCare of Kentucky had accuracy rates of 100%, while CoventryCares of Kentucky had a 95% accuracy rate. Passport Health Plan had the lowest accuracy rate, for which 83% of listed addresses were correct.</p> <p>For specialists, there was a similar level of consistency (94%) among site addresses published in the web directories that were consistent with the MCAPS or the provider network survey: Anthem Blue Cross and Blue Shield Medicaid, Humana-CareSource and WellCare of Kentucky had a 100% accuracy rate. CoventryCares of Kentucky had an 81% accuracy rate, while Passport Health Plan had the lowest accuracy rate at 70%.</p>
Telephone Number	<p>High percentages of sampled PCPs (96%) and specialists (97%) across all the MCOs had consistent telephone numbers listed in the web directories and the MCAPS or the provider network survey.</p> <p>Anthem Blue Cross and Blue Shield Medicaid, Humana-CareSource and WellCare of Kentucky had the highest accuracy rate of 100% for both PCPs and specialists.</p>
Primary Specialty	<p>All the MCOs had an accuracy rate of 100% with regard to the accuracy of primary specialties for PCPs listed in the web directories and the MCAPS or the provider network survey with the exception of Passport Health Plan, which had an accuracy rate of 96%.</p> <p>All the MCOs had an accuracy rate of 100% with regard to the accuracy of primary specialties for specialists listed in the web directories and the MCAPS or the provider network survey.</p>
Provider Type	<p>All PCPs and specialists in the validation sample had the same provider type listed in the web directories as in the MCAPS or the provider network survey.</p>
Panel Status	<p>Ninety-seven percent of the PCPs from the validation sample had the same panel status information published in the web directories as in the MCAPS or the provider network survey. Anthem Blue Cross and Blue Shield Medicaid, Passport Health Plan and WellCare of Kentucky had 100% accuracy rates, followed by Humana-CareSource with an accuracy rate of 96% and CoventryCares of Kentucky with the lowest accuracy rate (91%).</p> <p>Note: For Anthem Blue Cross and Blue Shield Medicaid, the web directory contained a check box to search for providers who are “accepting new patients.” The MCO also noted that, “this information is reported by the doctor directly and updated as reported for each plan. To ensure accurate results, make sure you have a plan selected when using this option.”</p> <p>Note: Panel status was not validated for specialists, since the MCAPS data requires this field for PCPs only.</p>
Languages Spoken – Spanish	<p>The majority of PCPs (95%) and specialists (97%) in the validation sample, who had Spanish listed as one of the other languages spoken in the MCAPS or the provider network survey, had consistent information published in the web directories.</p>
Languages Spoken – other	<p>High percentages of PCPs (98%) and specialists (96%) in the validation sample that had other spoken languages listed in the MCAPS or the provider network survey had consistent information published in the web directories.</p>

Table 5: Accuracy Rates by Field

Accuracy Rates by Web Field	Anthem Blue Cross and Blue Shield Medicaid	CoventryCares of Kentucky	Humana-CareSource	Passport Health Plan	WellCare of Kentucky	Total
Site address						
PCP	n = 25	n = 22	n = 24	n = 23	n = 24	n = 118
With accurate information	25	21	24	19	24	113
Accuracy rate	100%	95%	100%	83%	100%	96%
Specialist	n = 23	n = 16	n = 24	n = 10	n = 25	n = 98
With accurate information	23	13	24	7	25	92
Accuracy rate	100%	81%	100%	70%	100%	94%
Telephone number						
PCP	n = 25	n = 22	n = 24	n = 23	n = 24	n = 118
With accurate information	25	21	24	19	24	113
Accuracy rate	100%	95%	100%	83%	100%	96%
Specialist	n = 23	n = 16	n = 24	n = 10	n = 25	n = 98
With accurate information	23	15	24	8	25	95
Accuracy rate	100%	94%	100%	80%	100%	97%
Primary specialty						
PCP	n = 25	n = 22	n = 24	n = 23	n = 24	n = 118
With accurate information	25	22	24	22	24	117
Accuracy rate	100%	100%	100%	96%	100%	99%
Specialist	n = 23	n = 16	n = 24	n = 10	n = 25	n = 98
With accurate information	23	16	24	10	25	98
Accuracy rate	100%	100%	100%	100%	100%	100%
Provider type						
PCP	n = 25	n = 22	n = 24	n = 23	n = 24	n = 118
With accurate information	25	22	24	23	24	118
Accuracy rate	100%	100%	100%	100%	100%	100%
Specialist	n = 23	n = 16	n = 24	n = 10	n = 25	n = 98
With accurate information	23	16	24	10	25	98
Accuracy rate	100%	100%	100%	100%	100%	100%
Panel status						
PCP	n = 25	n = 22	n = 24	n = 23	n = 24	n = 118
With accurate information	25	20	23	23	24	115
Accuracy rate	100%	91%	96%	100%	100%	97%
Specialist ¹						
With accurate information						
Accuracy rate						
Language spoken – Spanish						
PCP	n = 25	n = 22	n = 24	n = 23	n = 24	n = 118
With accurate information	25	22	20	23	22	112
Accuracy rate	100%	100%	83%	100%	92%	95%
Specialist	n = 23	n = 16	n = 24	n = 10	n = 25	n = 98
With accurate information	22	16	23	9	25	95
Accuracy rate	96%	100%	96%	90%	100%	97%

Accuracy Rates by Web Field	Anthem Blue Cross and Blue Shield Medicaid	CoventryCares of Kentucky	Humana-CareSource	Passport Health Plan	WellCare of Kentucky	Total
Language spoken – other						
PCP	n = 25	n = 22	n = 24	n = 23	n = 24	n = 118
With accurate information	25	22	22	23	24	116
Accuracy rate	100%	100%	92%	100%	100%	98%
Specialist	n = 23	n = 16	n = 24	n = 10	n = 25	n = 98
With accurate information	22	16	21	10	25	94
Accuracy rate	96%	100%	88%	100%	100%	96%

¹Panel status for specialists is not applicable (grey shade).
PCP: primary care provider.

Table 6 displays the results of the subanalysis, which validated the names and addresses of providers whose surveys were returned as undeliverable, against the information published in the web directories. According to **Table 1**, 136 out of the 1,000 (13.6%) surveys mailed for the provider network audit were returned as undeliverable. For this sub-analysis, 30 were sampled from this pool of undeliverable surveys.

Sixty-seven percent (20/30) of these “undeliverables” had the same addresses published in the MCO web directories (**Table 6**). Since these surveys were undeliverable by the US Postal Service, we assume these addresses were incorrect for these providers. The MCAPS data is from the October 2014 submission, while the web validation of the undeliverable provider network survey was conducted in July 2015, which means that there is a delay between the time that the provider changed location, for example, and the time that this information is received by the MCOs and, subsequently, reflected in the web directories.

Only one of the 30 providers (3%) among the undeliverable surveys was found in the web directory listed with a different address, and nine of the 30 (30%) providers among the undeliverable surveys could not be found in the web directory (**Table 6**).

The full listing of the 30 sampled undeliverable surveys can be found in **Appendix C**.

Table 6: Web Validation of Undeliverable Provider Network Surveys

MCO	In Web Directory Same Address		In Web Directory Different Address		Not in Web Directory		Total
Anthem Blue Cross and Blue Shield Medicaid	5	83%	0	0%	1	17%	6
CoventryCares of Kentucky	4	67%	0	0%	2	33%	6
Humana-CareSource	5	83%	0	0%	1	17%	6
Passport Health Plan	3	50%	1	17%	2	33%	6
WellCare of Kentucky	3	50%	0	0%	3	50%	6
Validation outcome total	20	67%	1	3%	9	30%	30

LIMITATIONS

1. The validation study sample only includes providers that responded to the provider network survey and, therefore, does not take into account the entire population of providers in the MCAPS.
2. The validation study considers the provider information “accurate” if the information listed in the web directory matches either the MCAPS dataset or the provider network survey, which means that the accuracy rates may be slightly inflated.
3. The methodology mentioned above also means that there is no measure of the rate of accuracy of the web directories with respect to the MCAPS and the provider network survey separately.
4. The small number of providers in the validation sample means that the rates should be interpreted with caution.

RECOMMENDATIONS

Based on the findings of this validation study, IPRO recommends:

DMS:

- 1) Follow up with MCOs to ensure that any inaccuracies in provider information from this validation study and the provider network survey are corrected, and those corrections are reflected in the MCAPS data and the web directories.
- 2) Work with MCOs to enhance the accuracy and completion of critical fields in the MCAPS, especially with respect to phone numbers, addresses and languages spoken.
- 3) Work with MCOs to enhance the accuracy of the web directories, emphasizing the importance of ensuring that the members have access to the most up-to-date provider information online.

IPRO:

- 1) Create a measure that would indicate whether the web directory information is more consistent with the MCAPS or the provider network survey. Since the provider network survey provides us with the most up-to-date information on these providers, if it is observed that the web directory is more consistent with the provider network survey responses than with the MCAPS, it is a positive indication that the web directories are kept up-to-date, even more so than the data source of the MCAPS. Conversely, if we observe that the web directory information is more consistent with the MCAPS, it is an indication that the MCOs have to improve on keeping the web directories and other systems updated with the most current information on their provider network.

APPENDIX A: Listing of Sampled Providers not Found in the MCO Web-Based Directories

Anthem Blue Cross and Blue Shield Medicaid

MCO ¹	Type	NPI	Name	Address Line 1	Address Line 2	City	State	Zip Code	Phone	Specialty
Anthem	Spec	1164570081	Lopez, Anthony	425 Lewis Hargett Cir		Lexington	KY	40503	(859) 268-1030	Anesthesiologist
Anthem	Spec	1609965490	Partin, William	530 S Jackson St		Louisville	KY	40202	(502) 852-5689	Emergency Medicine Practitioner

CoventryCares of Kentucky

MCO ¹	Type	NPI	Name	Address Line 1	Address Line 2	City	State	Zip Code	Phone	Specialty
Coventry	PCP	1508845314	Brunson, Kelly	1945 Highland Pike		Ft Mitchell	KY	41017	(859) 331-4005	General Pediatrician
Coventry	PCP	1598723611	Spooner, Stephen	7777 Yankee Rd	MI 16026 - Liberty Campus Hmu	Liberty Township	OH	45044	(513) 803-9600	General Pediatrician
Coventry	PCP	1083600738	Becker, Steven	1305 N Elm St		Henderson	KY	42420	(270) 827-7150	Radiologist
Coventry	Spec	1427155258	Crafton, Terry	1625 Nashville St		Russellville	KY	42276	(865) 985-7069	Emergency Medicine Practitioner
Coventry	Spec	1063725984	Dorroh, Audra	610 Carlton Dr		Owensboro	KY	42303	(270) 683-6623	General Dentistry Practitioner
Coventry	Spec	1295838324	Erkan, Elif	3333 Burnet Ave	Nephrology & Hypertension MI 7022	Cincinnati	OH	45229	(513) 636-4531	Nephrologist
Coventry	Spec	1063587970	Hyman, Roy	5202 Preston Hwy		Louisville	KY	40213	(502) 966-2148	Optometrist
Coventry	Spec	1033533484	Kidwell, Seth	3333 Burnet Ave	Cardiology MI 2003	Cincinnati	OH	45229	(513) 636-4432	Nurse Practitioner (Other)
Coventry	Spec	1194166900	Macpherson, Susan	3333 Burnet Ave	Dermatology MI 3004	Cincinnati	OH	45229	(513) 636-4215	Nurse Practitioner (Other)
Coventry	Spec	1609075787	Niss, Omar	3333 Burnet Ave	Hematology - Oncology MI 11009	Cincinnati	OH	45229	(513) 636-0278	Oncologist
Coventry	Spec	1760456073	West, Gregory	299 Glasgow Rd		Burkesville	KY	42717	(270) 864-2511	Emergency Medicine Practitioner

Humana-CareSource

MCO ¹	Type	NPI	Name	Address Line 1	Address Line 2	City	State	Zip Code	Phone	Specialty
Humana	Spec	1972595106	Tan, Epison	305 Langdon St		Somerset	KY	42503	(859) 268-1030	Anesthesiologist

¹Some fields that appear in all uppercase letters in databases have been modified in letter case to better fit the page; content or spelling has not been altered.

Passport Health Plan

MCO ¹	Type	NPI	Name	Address Line 1	Address Line 2	City	State	Zip Code	Phone	Specialty
Passport	PCP	1306150974	Petros, Alison	8 Linville Dr Ste A		Paris	KY	40361	(859) 987-3577	General Practitioner
Passport	PCP	1831290980	Sheth, Bakula	2902 Bardstown Rd Ste D		Louisville	KY	40205	(502) 473-8704	Family Practitioner
Passport	Spec	1578668562	Ballou, Sheldon	1109 State St		Bowling Green	KY	42101	(270) 781-8039	General Dentistry Practitioner
Passport	Spec	1992724645	Beale, Robert	619 Old Symsonia Rd Ste A		Benton	KY	42025	(270) 527-7400	General Practitioner
Passport	Spec	1912229667	Brookshire, Amanda	1100 E Market St		Louisville	KY	40206	(502) 596-1035	Certified Clinical Social Worker
Passport	Spec	1558381830	Buchanan, Jerry	222 S 1st St	Ste 501	Louisville	KY	40202	(502) 583-2731	Radiologist
Passport	Spec	1124450341	Duplessis, Sarah	913 N Dixie Ave		Elizabeth-Town	KY	42701	(877) 783-6257	Emergency Medicine Practitioner
Passport	Spec	1457754566	Ferrandiz, Sonia	1532 Lone Oak Rd Ste 445		Paducah	KY	42003	(270) 538-5830	Nurse Practitioner (Other)
Passport	Spec	1598182321	Houser, Kelly	1532 Lone Oak Rd Ste 445		Paducah	KY	42003	(270) 538-5830	Nurse Practitioner (Other)
Passport	Spec	1114185519	Khan, Alifia	600 Mary St		Evansville	IN	47710	(999) 999-9999	Pathologist
Passport	Spec	1114247475	Lauffer, Andrea	2900 First Ave Room 1025		Huntington	WV	25702	(304) 399-7484	General Practitioner
Passport	Spec	1679793210	Perry, Eric	Harlan Outpatient	134 Comprehensive Dr	Harlan	KY	40831	(999) 999-9999	Licensed Professional Clinical Counselor
Passport	Spec	1649208687	Slone, Thomas	309 11th St		Carrollton	KY	41008	(502) 732-3278	Certified Registered Nurse Anesthetist (CRNA)
Passport	Spec	1437337144	Smith, Gary	79 Mall Rd #A		South Williamson	KY	41503	(606) 237-4551	Optometrist
Passport	Spec	1144283896	Tepper, Patricia	210 25th Ave North Ste 602		Nashville	TN	37203	(615) 312-0600	Radiologist
Passport	Spec	1477605772	Wallace, Guy	403 N Miles St		Elizabeth-Town	KY	42701	(270) 360-9919	Physical Therapist
Passport	Spec	1871649871	Whitsell, Christopher	1351 Newtown Pike Bldg 1		Lexington	KY	40511	(859) 253-1686	Certified Clinical Social Worker

WellCare of Kentucky

MCO ¹	Type	NPI	Name	Address Line 1	Address Line 2	City	State	Zip Code	Phone	Specialty
WellCare	P	1407933187	Shutts, Kristy	5000 Ky Route 321	Ste 2162	Prestons-Burg	KY	41653	(606) 889-6111	Pediatrics

¹Some fields that appear in all uppercase letters in databases have been modified in letter case to better fit the page; content or spelling has not been altered.

APPENDIX B: Listing of Providers with Inconsistent Information in the MCAPS/Provider Network Survey and the Web-Based Provider Directories

1) SITE ADDRESS

CoventryCares of Kentucky

MCO	Type	NPI	Name	MCAPS Address	Survey Address	Web Address
Coventry	PCP	1629097647	STEELE, SHARON	3475 RICHMOND RD, LEXINGTON, KY, 40509	3475 RICHMOND RD, LEXINGTON, KY, 40509	150 N EAGLE CREEK DR, LEXINGTON, KY, 40509
Coventry	Spec	1346226388	ABBOTTSMITH, CHARLES	2139 AUBURN AVE, CINCINNATI, OH, 45219	2139 AUBURN AVE, CINCINNATI, OH, 45219	2123 AUBURN AVE, CINCINNATI, OH, 45219
Coventry	Spec	1588606230	HAAFF, ERIC	2000 JOSEPH E SANKER BLVD, CINCINNATI, OH, 45212	10220 ALLIANCE RD, CINCINNATI, OH, 45242	10200 ALLIANCE RD, BLUE ASH, OH, 45242
Coventry	Spec	1346248622	SCHMITT, TIMOTHY	1303 US HIGHWAY 127S, FRANKFORT, KY, 40601	1303 US HIGHWAY 127S, FRANKFORT, KY, 40601	519 STATE ST, NEW ALBANY, IN, 47150

Passport Health Plan

MCO	Type	NPI	Name	MCAPS Address	Survey Address	Web Address
Passport	PCP	1922282078	MARCUM, KRISSY	1709 KY RT 321 STE 3, PRESTONSBURG, KY, 41653	1709 KY RT 321 STE 3, PRESTONSBURG, KY, 41653	835 PARKWAY DR, SALYERSVILLE, KY, 41465
Passport	PCP	1437384161	NASH, JORDAN	2585 THIRD AVE, HUNTINGTON, WV, 25703	2585 THIRD AVE, HUNTINGTON, WV, 25703	3377 US ROUTE 60, HUNTINGTON, WV, 25705
Passport	PCP	1891712220	OMAR, HATIM	740 SOUTH LIMESTONE, LEXINGTON, KY, 40536	740 SOUTH LIMESTONE, LEXINGTON, KY, 40536	740 SOUTH LIMESTONE, LEXINGTON, KY, 40508
Passport	PCP	1639280985	PERDUE, TARA	119 MEMORIAL DR, FRANKLIN, KY, 42135	119 MEMORIAL DR, FRANKLIN, KY, 42135	119 MEMORIAL DR, FRANKLIN, KY, 42134
Passport	Spec	1689647042	KOSFELD, RODNEY	DEPT 86156 P, LOUISVILLE, KY, 40295	PO BOX 950185 DEPT 86156, LOUISVILLE, KY, 40295	315 EAST BROADWAY, LOUISVILLE, KY, 40202
Passport	Spec	1588659486	LYNCH, LORI	3700 WASHINGTON AVE, EVANSVILLE, IN, 47750	3700 WASHINGTON AVE, EVANSVILLE, IN, 47750	3700 WASHINGTON AVE, EVANSVILLE, IN, 47714
Passport	Spec	1700811098	POTTER, KATHERINE	231 E CHESTNUT ST, LOUISVILLE, KY, 40202	231 E CHESTNUT ST, LOUISVILLE, KY, 40202	4910 CHAMBERLAIN LN, LOUISVILLE, KY, 40241

2) TELEPHONE NUMBER

CoventryCares of Kentucky

MCO	Type	NPI	Name	MCAPS Phone	Survey Phone	Web Phone
Coventry	PCP	1629097647	STEELE, SHARON	(859) 523-2526		(800) 967-2289
Coventry	Spec	1346248622	SCHMITT, TIMOTHY	(502) 875-2220		(812) 948-0616

Passport Health Plan

MCO	Type	NPI	Name	MCAPS Phone	Survey Phone	Web Phone
Passport	PCP	1245519628	BLATTMAN, MARY	(502) 732-3270		(502) 732-3272
Passport	PCP	1922282078	MARCUM, KRISSY	(606) 886-8546		(606) 349-5126
Passport	PCP	1437384161	NASH, JORDAN	(304) 697-1396		(304) 399-3310
Passport	PCP	1558364299	WHITE, LAURA	(502) 633-6657		(502) 633-6411
Passport	Spec	1689647042	KOSFELD, RODNEY	(502) 485-4748		(502) 561-8200
Passport	Spec	1700811098	POTTER, KATHERINE	(502) 629-6000		(502) 852-0417

3) PRIMARY SPECIALTY

Passport Health Plan

MCO	Type	NPI	Name	MCAPS Primary Specialty	Survey Primary Specialty	Web Primary Specialty
Passport	PCP	1245519628	BLATTMAN, MARY	Nurse Practitioner (Other)		Family Practice

4) PROVIDER TYPE

All of the providers and specialists in the validation sample had accurate information listed in the web directories.

5) PANEL STATUS

CoventryCares of Kentucky

MCO	Type	NPI	Name	MCAPS Panel	Survey Panel	Web Panel
Coventry	PCP	1427045723	CAVANAHA, STEPHEN			Open
Coventry	PCP	1629097647	STEELE, SHARON	Closed		Open

Humana-CareSource

MCO	Type	NPI	Name	MCAPS Panel	Survey Panel	Web Panel
Humana	PCP	1285661462	SHIELDS, KARI	Open		Closed

6) LANGUAGE SPOKEN: SPANISH

Anthem Blue Cross and Blue Shield Medicaid

MCO	Type	NPI	Name	MCAPS Spanish	Survey Spanish	Web Spanish
Anthem	Spec	1003077934	KUMMERFELDT FABIAN, CARLOS		Yes	No

Humana-CareSource

MCO	Type	NPI	Name	MCAPS Spanish	Survey Spanish	Web Spanish
Humana	PCP	1639220916	MINK-CASH, VIRGINIA		Yes	No
Humana	PCP	1710905526	NAPIER, BAXTER		Yes	No
Humana	PCP	1750351243	PHELPS, AUDREY		Yes	No
Humana	PCP	1669759064	STANDAFER, GLEN		Yes	No
Humana	Spec	1609857416	CHEERVA, ALEXANDRA		Yes	No

Passport Health Plan

MCO	Type	NPI	Name	MCAPS Spanish	Survey Spanish	Web Spanish
Passport	Spec	1437356532	FREDERICK, J BRIAN	No		Yes

WellCare of Kentucky

MCO	Type	NPI	Name	MCAPS Spanish	Survey Spanish	Web Spanish
WellCare	PCP	1093702128	CARDENAS, JORGE		Yes	No
WellCare	PCP	1144301086	GRABENSTEIN, THOMAS		Yes	No

7) LANGUAGE SPOKEN: OTHER

Anthem Blue Cross and Blue Shield Medicaid

MCO	Type	NPI	Name	MCAPS Lang 1	MCAPS Lang 2	MCAPS Lang 3	MCAPS Lang 4	Survey Lang 1	Survey Lang 2	Survey Lang 3	Survey Lang 4	Web Lang 1	Web Lang 2	Web Lang 3	Web Lang 4
Anthem	Spec	1003077934	KUMMERFELDT FABIAN, CARLOS					Spanish							

Humana-CareSource

MCO	Type	NPI	Name	MCAPS Lang 1	MCAPS Lang 2	MCAPS Lang 3	MCAPS Lang 4	Survey Lang 1	Survey Lang 2	Survey Lang 3	Survey Lang 4	Web Lang 1	Web Lang 2	Web Lang 3	Web Lang 4
Humana	PCP	1235155664	MAGUIRE, GRACE					Spanish							
Humana	PCP	1376603738	RAGHAVAN, CHITRA									Hindi			
Humana	Spec	1770518409	BARR, CHARLES					French	Romanian						
Humana	Spec	1114967353	DAVIS, DANIEL					Laotian							
Humana	Spec	1134123557	GHAYOUMI, ABDOL					Farsi	Turkish						

APPENDIX C: Results of the Web Validation of Undeliverable Surveys

MCO ¹	Type	NPI	Name	MCAPS Address Line 1	MCAPS Address Line 2	MCAPS City	MCAPS State	MCAPS ZIP	MCAPS Phone Number	Validation Date	Validation Status
Anthem	PCP	1447215181	Byrum Jr, Henry	210 E Gray St Ste 700 A		Louisville	KY	40202	(502) 629-5400	7/20/2015	In Web Directory
Anthem	PCP	1942518998	Theis, Michelle	4121 Dutchmans Ln Ste 415		Louisville	KY	40207	(502) 893-5502	7/20/2015	In Web Directory
Anthem	PCP	1184852659	West, Jennifer	225 Richmond St		Mount Vernon	KY	40456	(606) 878-1181	7/20/2015	In Web Directory
Anthem	Spec	1003954876	Esterle, Mark	3991 Dutchmans Ln Ste 302		Louisville	KY	40207	(502) 899-7377	7/20/2015	In Web Directory
Anthem	Spec	1124025127	Fallat, Mary	103 Town And Country Ln Ste M		Hazard	KY	41701	(606) 435-6167	7/20/2015	Not Found in Web Directory
Anthem	Spec	1467656876	Moseley, Mary	601 S Floyd St Ste 804		Louisville	KY	40202	(502) 583-0127	7/20/2015	In Web Directory
Coventry	PCP	1912058272	Bullock, David	305 Langdon St		Somerset	KY	42503	(606) 679-7441	7/20/2015	In Web Directory
Coventry	PCP	1407873086	Conyers, Elizabeth	100 Sterling Way	Ste 1	Mount Sterling	KY	40353	(859) 498-0200	7/20/2015	In Web Directory
Coventry	PCP	1346504099	Razzino, Alicia	279 N Hubbards Ln		Louisville	KY	40207	(502) 618-8058	7/20/2015	In Web Directory
Coventry	Spec	1184914327	Demeritt, Tanya	601 S Floyd St	Ste 804	Louisville	KY	40202	(502) 583-0127	7/20/2015	In Web Directory
Coventry	Spec	1073514006	Noffsinger, Christopher	1010 Medical Center Dr		Powderly	KY	42367	(270) 377-1600	7/20/2015	Not Found in Web Directory
Coventry	Spec	1629180203	Welch, Melissa	9700 Stonestreet Rd		Louisville	KY	40272	(901) 752-6963	7/20/2015	Not Found in Web Directory
Humana	PCP	1891749305	Babar, Muhammad	3118 Green Valley Rd		New Albany	IN	47150	(812) 945-2341	7/20/2015	In Web Directory
Humana	PCP	1366499659	Newman, Michael	800 Hospital Dr		Madisonville	KY	42431	(270) 326-3800	7/20/2015	In Web Directory
Humana	PCP	1316910128	Uber, Glenn	108 Manchester Shopping Ctr		Manchester	KY	40962	(606) 526-9005	7/20/2015	In Web Directory
Humana	Spec	1073514162	Jenkins, John	1 Saint Joseph Dr		Lexington	KY	40504	(859) 268-1030	7/20/2015	Not Found in Web Directory

MCO ¹	Type	NPI	Name	MCAPS Address Line 1	MCAPS Address Line 2	MCAPS City	MCAPS State	MCAPS ZIP	MCAPS Phone Number	Validation Date	Validation Status
Humana	Spec	1568455335	O'connell, David	238 Barnes Rd		Williamstown	KY	41097	(859) 824-8240	7/20/2015	In Web Directory
Humana	Spec	1649262635	Peppin, John	1 St Joseph Dr		Lexington	KY	40504	(859) 313-1000	7/20/2015	In Web Directory
Passport	PCP	1396837548	Jones, Andrea	400 University Dr		Prestonsburg	KY	41653	(606) 789-2427	7/20/2015	Not Found in Web Directory
Passport	PCP	1174519128	Roberts, Kay	1941 Bishop Ln Ste 900		Louisville	KY	40218	(502) 588-2500	7/20/2015	In Web Directory
Passport	PCP	1033176060	Wilding, Jonathan	7926 Preston Hwy Ste 208		Louisville	KY	40219	(502) 968-3010	7/20/2015	In Web Directory - Different Address
Passport	Spec	1306097860	Gandhy, Rita	500 Poplar St		Charleston	WV	25309	(207) 753-2000	7/20/2015	In Web Directory
Passport	Spec	1700849031	Ramirez, Jorge	231 E Chestnut St		Louisville	KY	40202	(502) 629-7661	7/20/2015	Not Found in Web Directory
Passport	Spec	1245238047	Schaffer, Benjamin	401 E Chestnut St Ste 240		Louisville	KY	40202	(502) 459-3338	7/20/2015	In Web Directory
WellCare	PCP	1760421796	Haas, Roger	103 Landmark Dr Ste 100		Bellevue	KY	41073	(859) 431-0090	7/20/2015	Not Found in Web Directory
WellCare	PCP	1518939214	Valavalkar, Sushil S	474 Village Ln		Hazard	KY	41701	(606) 487-8300	7/20/2015	In Web Directory
WellCare	PCP	1073560371	Wright, Gwendolyn	466 Burnley Rd		Scottsville	KY	42164	(270) 618-3700	7/20/2015	Not Found in Web Directory
WellCare	Spec	1598852253	Albrich, Michael	800 Rose Street		Lexington	KY	40536	(859) 323-9977	7/20/2015	In Web Directory
WellCare	Spec	1801977749	Bombrys, Annette	1989 Miamisburg Centerville Rd	Ste 202	Dayton	OH	45459	(937) 610-3220	7/20/2015	Not Found in Web Directory
WellCare	Spec	1316977655	Joiner, Clinton	3333 Burnet Ave		Cincinnati	OH	45229	(513) 636-4266	7/20/2015	In Web Directory

¹Some fields that appear in all uppercase letters in databases have been modified in letter case to better fit the page; content or spelling has not been altered.