

Symphony Provider Directory

Streamlined provider directory compliance



Integrated
Healthcare
ASSOCIATION



When it comes to maintaining accurate provider directory data, both health plans and providers must comply with multiple state and federal regulations. However, staying up to date with policy changes can be time-consuming and confusing.

To make matters worse, the consequences for noncompliance can include thousands of dollars in fines, disruptions to your normal flow of business, and worst of all, inaccurate consumer-facing directories that impact patient access.

Symphony unites health plans and providers around a single solution to improve provider directory data exchange and ensure compliance with current and future regulations

Creating industry alignment

Led by the non-profit Integrated Healthcare Association, Symphony was created in collaboration with leaders from California's top health plans, provider organizations, health systems, purchasers, and universities to address everyone's needs in one place.

Giving clients a voice

Symphony is closely aligned with the Department of Managed Healthcare (DMHC) and Covered California. We collaborate with stakeholders across the industry on provider data improvements, such as standard data formats, that help facilitate compliance while reducing administrative waste.

Partnering for success

Availity, our single-source technology partner, is an expert in provider data management. Together, we built a flexible platform that can adapt to the evolving regulatory needs of California health plans and providers.

Symphony conforms to uniform data standards, supports outreach requirements, performs validation, and captures required data elements necessary for:

SB 137: Ensuring accurate provider directories

Medi-Cal & Medicare Advantage compliance

HR 133: Consolidated Appropriations Act

Covered California requirements

SB 137 – DMHC		HR 133 – DHHS	MEDICARE ADVANTAGE COMPLIANCE – CMS	MEDI-CAL COMPLIANCE – DHCS
Data Requirements: Each regulation outlines uniform standards, definitions, and specific data elements that must be updated at the required cadences.				
WHAT IS IT?	Aims to provide patients with more accurate and complete provider information	Establishes the strictest time frame for provider directory data updates to improve timely patient access to information	MA organizations must follow all CMS instructions regarding provider directories	Managed Care Plans must follow all DHCS instructions regarding provider directories
PLANS MUST...	Update their entire directories on an annual basis (or every 6 months for independent providers)	Contact providers for updates every 90 days	Contact providers for updates every 90 days	Attest at least once a year
PLANS MUST UPDATE DIRECTORIES...	Online: weekly Printed: quarterly Addresses: within 30 days of notification	Within 2 business days of notification	Within 30 days of notification	Online: weekly Printed: quarterly
PROVIDERS MUST...	Attest annually (or every 6 months for independent providers) Update plans of information changes within 5 business days	Attest every 90 days	Attest every 90 days	Attest at least once a year
HOW SYMPHONY SUPPORTS	Conforms to all data standards and captures required data elements Sends providers attestation reminders every 90 days on our health plans' behalf Provides a single location for attestation and information exchange Validates provider information through advanced data tuning technology to ensure accuracy Notifies health plans of provider information changes and makes directory updates easy with straightforward reporting and documentation			
COMING SOON	Support for SB 923 (TGI Inclusive Care Act), which requires health plans to include a list of in-network providers who offer gender-affirming services			

About the Symphony Provider Directory

Led by IHA, the Symphony Provider Directory is the centralized platform for provider directory data in California. Together, we streamline the way providers and health plans share, reconcile, and validate provider data, improving the quality of information patients use to make decisions about their coverage and care.



At Integrated Healthcare Association (IHA), we bring the healthcare community together to solve industry-wide challenges that stand in the way of high-value care. As a non-profit industry association, we use our decades of expertise, objective data, and our unique role as a trusted facilitator to make the healthcare system work better for everyone.

180 Grand Avenue, Suite 1365, Oakland, CA | 510-208-1740 | www.iha.org