

Symphony Provider Directory

Simplifying provider directory data exchange.



“Our checks and other important documents are being sent to an old address and I’ve been trying to get this information updated for months — it’s taking too much time!”

A single provider contracts with 12 health plans, on average¹

Each health plan performs rigorous, frequent data audits — but responding to separate requests takes time away from patient care.

49% of online provider directories* had at least 1 inaccuracy²

Inaccurate directories not only hinder timely access to care, but may also delay payment and reimbursement.

SB 137, HR 133, and CMS require providers and health plans to share information

Providers must respond to each of their health plan’s data requests — which often require different file formats and come through different channels.

Symphony helps California providers and health plans unite to improve the exchange and maintenance of provider directory data — saving time and improving patient access.



Streamlined data exchange

17 of California’s largest health plans participate in Symphony’s centralized platform, enabling providers to share updates with them all at once. This saves time and reduces administrative fatigue from multiple, manual requests.



Increased data accuracy

With automatic prompts, regular reports, and standard accuracy benchmarks, Symphony makes it easy for providers to share information — and for health plans to update it in their directories. This can reduce payment delays that result from inaccurate information and improve patient access.



Improved industry alignment

Symphony enables clients to stay informed of regulatory changes and collaborate on improvements together, such as standard data formats, that help achieve compliance while minimizing repetitive work.

^{*}For MA Organizations

¹. American Medical Association

². Provider Directory Review Industry Report. CMS (July 2018)

Partnering for success

[Avality](#), the nation's largest real-time health information network, is the single-source technology partner for Symphony. Avality Provider Data Management (PDM), a web-based multi-payer platform designed for provider information, supports Symphony's data sharing, reconciliation, and validation for participating health plans and providers.



Symphony by the numbers



18

contracted plans
and purchasers



80,000

providers
submitting data



50–100,000

data discrepancies
identified each month

Join the movement

Visit us at iha.org/symphony

About the Symphony Provider Directory

Led by IHA, the Symphony Provider Directory is California's centralized platform for provider directory data. 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.

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