



Provider Directory Accuracy Audit Workgroup Charter

OVERVIEW

The Provider Directory Accuracy Audit Workgroup is established to ensure the accuracy, completeness, and timeliness of provider directory information displayed in the provider directory across Blue Cross Blue Shield of MA networks. By conducting systematic audits and fostering collaboration among stakeholders, the workgroup aims to improve data integrity, regulatory compliance, and member access to accurate provider directory information.

COMMITTEE GOAL/MISSION

To develop and implement standardized audit methodologies and reporting practices that enhance the accuracy of the provider directories, support compliance with regulatory requirements, and improve member access to care.

COMMITTEE PURPOSE

- Report on, monitor, and track the results of the provider directory accuracy audit program to ensure there is alignment with audit performance frequency and regulatory changes.
- Monitor and expand, as needed, the internal support to proactively identify provider directory audit approaches.
- Align audit ownership and accountability to the right areas; identify opportunities to streamline work efforts.
- Measurable results include reporting and monitoring provider directory accuracy results quarterly to the Workgroup and developing an approach to tracking audit improvement opportunities.
- Support standardized audit discrepancy root causes and assess benchmark goals.
- Outline corrective action plans and accomplishments as needed.

OPERATING GUIDELINES

- **Membership and Participation:** The workgroup will consist of representatives from key business areas. Active participation and collaboration are encouraged from all members.
- **Meeting Frequency and Structure:** The workgroup will meet bi-monthly (every two months up to 6–8 times a year or as needed) with additional ad hoc meetings as needed. Agendas, meeting minutes, and action items will be distributed in advance and following each meeting. The frequency of the meetings will be reviewed on a yearly basis. Workgroup members are expected to attend all meetings but may be represented by an appropriate replacement in their absence.
- **Decision-Making Process:** Decisions will be made by consensus whenever possible. In cases where consensus cannot be reached, the issue will be escalated to senior leaders from Provider Operations, Network Management & Contract Operations, Audit & Risk Management, the Law Department and/or Government and Regulatory Affairs.



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- **Scope of Work:** The workgroup will focus on provider directory audit methodology development, data validation standards, corrective action tracking, reporting formats, and recommendations.
- **Reporting and Accountability:** The workgroup will provide regular updates to sponsoring or oversight bodies and will be responsible for delivering periodic audit reports and improvement recommendations.
- **Review and Updates:** The charter, including operating guidelines, will be reviewed annually and updated as needed to reflect evolving regulatory requirements and industry best practices.
- **Confidentiality:** In conducting its business, members of the workgroup will take special care, consistent with the company's code of ethics and conduct (the blueprint) to protect the confidentiality of sensitive information it receives.
- **Conflicts of interest:** Workgroup members will promptly disclose any conflict of interest they may have with respect to any matter to be discussed by the workgroup.
- **Policies:** The Provider Directory Audit Workgroup is responsible for oversight of the Provider Directory Audit Policy.
- **Annual Review:** The workgroup charter will be reviewed and updated annually, and when significant changes occur, such as leadership changes, changes in focus to respond to revised corporate priorities, changes in reporting, changes in decision making authority and/or structure, and/or responding to external changes such as regulatory updates.



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EXECUTIVE SPONSORS

Ted Burke, Senior Vice President, Operations

Scott Howard, Senior Director, Provider Operations

CHAIRS

Mike Rattigan, Director, Provider Operations

Nancy Gallagher, Senior Manager, Provider Operations

Michelle Annese, Senior Manager Shared Services

MEMBERSHIP: Membership will be reviewed and updated no less than annually by the Workshop Chairs.

	Business Area Lead	Business Area Responsibility
1.	Audit and Risk Management: <ul style="list-style-type: none"> ▪ Tim Bulman ▪ Lisa George ▪ Theresa Lynch ▪ Theresa Tillmon ▪ Maraky Zewdu 	<ul style="list-style-type: none"> ▪ BCBSA Audit management ▪ Identify potential areas of risk and inefficiency with directory audit.
2.	Inter-Plan Program Management: <ul style="list-style-type: none"> ▪ Jeff Shirtcliff 	<ul style="list-style-type: none"> ▪ BCBSA Policy Oversight
3.	Operations Shared Services: <ul style="list-style-type: none"> ▪ Kendra Grant ▪ Michelle Annese 	<ul style="list-style-type: none"> ▪ AG AOD BH Audit (Part 3) ▪ Massachusetts Division of Insurance Audit ▪ NCQA Audit
4.	Network Management Contract Operations: <ul style="list-style-type: none"> ▪ Lisa Gorman ▪ Laura Stout ▪ Lauren LeBlanc ▪ Mary Keane 	<ul style="list-style-type: none"> ▪ Provider Network Compliance
5.	Provider Operations: <ul style="list-style-type: none"> ▪ Scott Howard ▪ Mike Rattigan ▪ Nancy Gallagher 	<ul style="list-style-type: none"> ▪ Provider Directory Accuracy Operational Process ▪ AG AOD BH Audit (Part 1 & 2) ▪ Massachusetts Division of Insurance Audit
6.	Performance Measurement and Improvement <ul style="list-style-type: none"> ▪ Tamara Ochoa-Arvelo ▪ Jessica Maldonado-Garcia 	<ul style="list-style-type: none"> ▪ NCQA compliance
7.	CMS/Medicare Compliance <ul style="list-style-type: none"> ▪ Gerard Donovan 	<ul style="list-style-type: none"> ▪ CMS compliance and corrective action oversight.

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REVISION HISTORY:

Date	Lead	Revision Summary
05/15/2025	L. Stout	10/21/2024 Charter has been revised to reflect the new workgroup charter structure created by the Audit & Risk Management division.
6/18/2024	L. Stout	Develop workgroup charter
8/23/2024	L. Stout	Updated charter with business areas and compliance requirements.
9/20/2024	L. Stout	Updated Business Area representative
10/21/2024	L. Stout	Updated Business Area representative

DOCUMENT OWNER:

Name	Organization
Laura Stout	Network Management & Contract Operations

REVIEWERS:

Name	Division
Michelle Annese	Shared Services
Joanneke Brentjens	Law Department
Tim Bullman	Audit & Risk Management
Nancy Gallager	Provider Operations
Kendra Grant	Shared Services
Mike Katzman	Government & Regulatory Affairs
Lauren LeBlanc	Network Management & Contract Management
Mike Rattigan	Provider Operations
Laura Stout	Network Management & Contract Management
Theresa Tillman	Audit & Risk Management