

# Implementation Insights from the Inaugural Year of California's Statewide Provider Directory

## White Paper Executive Summary

The Symphony Provider Directory serves as California's statewide platform for provider data management, streamlining the way plans and providers share and reconcile provider information in compliance with state and federal regulatory requirements. Led by the Integrated Healthcare Association (IHA), Symphony is the result of collaboration among stakeholders across the healthcare industry, including plans, providers, purchasers, regulators and others.

### Key Insights from the Inaugural Year of Symphony Include the Importance of:

- accommodating complex contractual relationships in compliance with state and federal requirements
- building a foundation of data quality metrics and facilitating data reconciliations between plans and providers
- meeting clients where they are and enabling actionable improvements and best practices over time
- accelerating growth with strong network of participation among California's largest healthcare entities

### Building a Strong Foundation

IHA's main focus in 2019 has been actively onboarding and engaging with plans and provider organizations as they implement Symphony internally. As of October 2019, 10 health plans and more than 90 provider organizations are currently onboarding with Symphony.

Download the Full White Paper at: [symphony.iha.org/whitepaper](https://symphony.iha.org/whitepaper)  
Questions? Contact [symphonyinfo@iha.org](mailto:symphonyinfo@iha.org)

#### 2016

SB 137 goes into effect in California with new requirements for plans and providers

#### 2017

IHA selected by DMHC, Blue Shield of California and multi-stakeholder committee to lead roll-out of statewide utility

#### 2018

IHA selects technology partners after extensive RFP

Symphony soft launches with select plans, groups and practices

#### 2019

Symphony begins statewide roll-out with plans and provider organizations in California

#### 2020

Expansion continues with smaller, independent practitioners, specialty and ancillary providers and other facility types as noted in SB 137.

#### 2021

Anticipated SB 137 update by DMHC

#### 2022:

Targeting to achieve critical mass in CA

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## Symphony's Path to Industry-wide Participation is Focused on Three Phases:

- **Phase 1 - Soft Launch:** In 2018, to help test functionality and user experience, IHA soft launched Symphony with three of the largest health plans in California, Blue Shield of California, Anthem Blue Cross and Health Net, two large provider organizations, Hill Physicians Medical Group and Global Care Medical Group IPA, and 10 small, independent practices.
- **Phase 2 - Build the Base:** In 2019, IHA initiated outreach to large health plans and provider organizations across California to establish a strong foundation of participation. As of October 2019, 10 health plans and more than 90 provider organizations are currently onboarding with Symphony.
- **Phase 3 - Accelerate Growth:** Starting in 2020, IHA will begin recruiting additional provider organizations, independent practices, ancillary providers and other facility and plan types.

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## Facilitating Better Quality Data Reconciliations

Symphony supports complex contractual relationships in compliance with SB 137 and other state and federal requirements. Symphony leverages the DMHC's uniform data standards and is proactively seeking participant and industry feedback in support of efforts to update SB 137 and establish additional data standards in 2020-2021.

## Engaging with Clients at Every Step

To help address implementation barriers, IHA established a Symphony Client Success team to guide plans and providers throughout the onboarding process. This high-touch, scalable engagement is crucial as they incorporate updates in their internal systems.

## Looking Ahead After a Strong Foundational Year

The strong base of participation established in 2019 allows IHA to continue learning, building and accelerating the growth of Symphony. While initial data metrics are promising, more definition and data standardization as well as additional engagement with plans and providers is needed as Symphony is implemented to make meaningful improvements to data quality.

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## Early Analysis Based on 2019 Symphony Data Show That:

- **Nearly 30,000 records\*** contained at least 1 major provider identification issue that could cause significant consumer confusion
- **317 records\*** service locations listed are actually PO boxes
- **Nearly 4,000 unique providers\*\*** were listed with a specialty inconsistent with their medical degree or training
- **276 unique providers\*\*** still listed were actually deceased

### Note:

Many Symphony participants are still actively onboarding. Further analysis will be shared as more data is available.

\*Based on 475,000 provider data records

\*\*Based on 160,000 unique providers