

# Verification of Health Care Provider Information

The Minnesota Department of Health (MDH) regulates health plans to ensure they maintain provider networks that are adequate to meet the needs of their enrollees. To assist in this work, MDH contracts with Quest Analytics, LLC (Quest), a company that analyzes health plan networks and data accuracy. Having reliable information about providers is crucial to ensuring that Minnesotans have access to the care they need and can make informed choices about provider networks.

## Accuracy services

BetterDoctor is a Division of Quest Analytics dedicated to providing reliable provider network and provider verification services. BetterDoctor verifies data on MDH's behalf to ensure current and accurate provider information. For this purpose, provider means Minnesota licensed health care professionals, including physicians, mental health providers, physical and occupational therapists, and specialized nurse practitioners.

Through this process, providers will be asked to verify their name, office hours, contact information, race, ethnicity, accepting new patients, and other information.

Many of Minnesota's large group health systems and smaller provider groups already verify their information with Quest. Provider participation ensures MDH can fully measure available providers for network adequacy so Minnesotans can make informed choices in their care.

## Verification process

Outreach is an ongoing cycle with three parts:

1. Better Doctor sends a data verification request by email, fax, or USPS mail and directs providers to their online verification portal (for small or individual providers) or an Excel file (for large group health systems). If Quest is unable to reach the provider, they follow up by phone.
2. Providers complete and/or update data as necessary.
3. BetterDoctor confirms the verified provider data.

All communication from BetterDoctor to Minnesota providers includes MDH's logo. The cycle repeats every 90 days. BetterDoctor sends reminder letters if there is no response from providers.

## FAQs

Additional information can be found at: (<https://questanalytics.com/how-we-help/betterdoctor/betterdoctor-faq/>).

Minnesota Department of Health  
Managed Care Systems  
625 Robert St N  
PO Box 64975  
St. Paul, MN 55164-0975  
[Health.ManagedCare@state.mn.us](mailto:Health.ManagedCare@state.mn.us)  
[www.health.state.mn.us](http://www.health.state.mn.us)

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To obtain this information in a different format, call: 651-201-5100.