

## PHYSICIAN AND HOSPITAL INFORMATION VALIDATION

AultCare receives information for the web-based provider directory from a variety of sources, including the network provider. We confirm the accuracy of this information during the initial credentialing and again, at a minimum, every three years thereafter during recredentialing. It is possible some of this information may change during that period and AultCare may not receive notice of the change. Therefore, we encourage you to confirm information directly with the provider's office or by calling Customer Service at the number on your ID card.

Below we explain each field in the web-based provider directory.

PROVIDER SEARCH RESULTS	EXPLANATION OF ITEM	HOW INFORMATION IS COLLECTED AND VALIDATED
<b>Provider Name/ Hospital Name</b>	The name of the physician, practitioner or facility.	Self-reported by the provider/hospital. Verified through the medical licensing website at the time of initial application and, at a minimum, every three years thereafter.
<b>Medical Group Affiliation</b>	The name of the medical practice(s) or medical group(s) that the provider is affiliated (officially attached or connected) with.	Self-reported by the provider. Verified at the time of initial application and, at a minimum, every three years thereafter or upon notification from practitioner when adding or changing an affiliation.
<b>Office, Facility, Hospital Location/ Phone Number</b>	The street address and phone number of the practitioner's office or facility/hospital and location accessibility options.	Self-reported by the provider/hospital. Only provider locations approved by the network development committee are listed in the directory. Verified at the time of initial application and, at a minimum, every three years thereafter or upon notification from practitioner when adding or changing a location.
<b>Gender</b>	The gender of the physician.	Self-reported by the provider. Verified at the time of initial application and, at a minimum, every three years thereafter.
<b>Hospital Affiliation</b>	List of network hospitals where the physician is allowed to admit (send) and take care of patients ("has privileges").	Self-reported by the provider. Verified through those facilities' medical staff offices at the time of initial application and, at a minimum, every three years thereafter.
<b>Specialty</b>	Field of medicine or area of expertise of the provider.	Self-reported by the provider. Verified through factors which include board certification, graduation from an accredited professional school, advanced professional training post-licensure (i.e. Residency, fellowship) and professional experience. Verified at the time of initial application and, at a minimum, every three years thereafter.

PROVIDER SEARCH RESULTS	EXPLANATION OF ITEM	HOW INFORMATION IS COLLECTED AND VALIDATED
<b>Languages Spoken by the Provider</b>	Identifies the languages (other than English) the provider has the capability of communicating in when caring for patients.	Self-reported by the provider. Verified at the time of initial application and, at a minimum, every three years thereafter.
<b>Board Certification</b>	<p>The physician has applied for and been awarded certification from the American Board of Medical Specialties (ABMS), American Osteopathic Association (AOA) or other recognized boards. To become board certified, a physician must:</p> <ul style="list-style-type: none"> <li>• Graduate from an accredited professional school.</li> <li>• Complete a specific type and length of training in a specialty.</li> <li>• Practice for a specified amount of time in that specialty.</li> <li>• Pass an examination given by the professional specialty board.</li> </ul> <p>Board certification is a voluntary process. Most certifying boards require physicians to be recertified at specified intervals. If you would like more information about your physician's board certification, you may visit the ABMS website at <a href="http://www.abms.org">www.abms.org</a>.</p>	Self-reported by the provider. Verified directly with the appropriate board prior to inclusion of the data in this directory. Verified at the time of initial application and, at a minimum, every year thereafter.
<b>Accepting New Patients</b>	"Yes" means the doctor is making appointments with patients that they have not seen before. "No" means the doctor limits their practice to existing patients only.	Self-reported by the provider and updated upon notification.
<b>Networks</b>	The AultCare products the provider participates in. If you are not sure of the type of product you have, contact Customer Service for help.	This is based on the contracts held with the products.
<b>Hospital Accreditation</b>	A voluntary review of the hospital's systems and processes for delivering safe and effective quality healthcare services. AultCare requires all of its network hospitals to obtain accreditation by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Healthcare Facilities Accreditation Program (HFAP) or Det Norske Veritas Healthcare, Inc. (DNV).	Self-reported by the provider. Verified directly with the appropriate Accreditation prior to inclusion of the data in this directory. Verified at the time of initial application and, at a minimum, every three years thereafter.

*The web-based directory is updated daily.*

*The printed directory is updated monthly, at a minimum.*