



POLICY TITLE	Physician and Hospital Directory Availability	NUMBER	NET 009
DEPARTMENT	Network Development	PAGE	1 of 2

PURPOSE

To ensure access to provider directories through multiple channels and alternative media to include the internet, print and telephone. Providing a number of options for obtaining directory information supports easier access to information and network services for members.

POLICY

This policy and procedure describes how Embright makes directory information available through various media options.

DEFINITION

Member	A person insured or otherwise provided coverage by a health insurance organization.
Member engagement	Administrative systems that enroll members, provide information on using Embright's services, respond to member concerns and help members access provider directory and clinical services.

PROCEDURE

1. On-Line Provider Directory Access

- 1.1. Embright provides an on-line directory of practitioners and providers 24/7. Members access the directory either through Embright's website or through their payer website link to the provider directory.
- 1.2. The Embright on-line directory supports search capabilities and also allows members to print sections or the entire directory.
- 1.3. The Embright website also provides a member engagement phone number that members can call if needing assistance using the directory or printing information.

2. Print Forms of the Provider Directory

- 2.1. Members can request a print form of the directory be mailed to them by calling Embright's member engagement phone number or the payer member services department. Those departments are able then to send a complete copy of the directory free of charge to the members within 3 business days of the request.
- 2.2. As described earlier, members can print a portion or all of the provider directory from the Embright website. The website based directory is updated on a monthly basis.

3. Obtaining Provider Directory Information by Telephone

- 3.1. Some members will prefer to get direct assistance in locating and selecting providers. Members can call the Embright member engagement phone number or the payer member services department for assistance during normal business hours.
- 3.2. The member engagement agent can assist the member in searching the web for providers, can print and send provider lists, or can read provider information and options to the member.



POLICY TITLE	Physician and Hospital Directory Availability	NUMBER	NET 009
DEPARTMENT	Network Development	PAGE	2 of 2

- 3.3. The member engagement agent can provide language assistance and hearing and vision support services, as needed.
- 3.4. The member engagement agent confirms the member's understanding of the information provided and encourages the member to call back for further questions or needs.

REGULATION

NCQA HP 2020 NET 5.J: Physician and Hospital Directories

REVISION

Revision Date	Revision