

## **FAQ FOR MEDICAL PROVIDER ENHANCEMENT**

### **DEVELOPED FOR CLAIMS INQUIRY USERS**

**Q. What is this new feature called?**

A. We call it “medical provider append.”

**Q. What is changing with the new provider append feature?**

A. Starting September 1, ISO ClaimSearch Claims Inquiry users will see medical providers appended to many claim records when before the medical provider’s information was not immediately known.

**Q. When will this happen?**

A. The feature will be released on September 1, 2020.

**Q. Do member companies need to make any changes to their systems or services?**

A. No. This new feature has no impact on existing systems and services. No changes are needed.

**Q. Where does the provider information come from?**

A. NICB’S Aggregated Medical Database is the source of the medical provider information.

**Q. What is NICB’S Aggregated Medical Database?**

A. NICB’S Aggregated Medical Database monitors and analyzes the practice patterns of more than 2,000,000 medical services providers that are actively billing P&C insurers.

**Q. How does the matching work?**

A. We developed algorithms to identify claims associated to the medical providers in NICB'S Aggregated Medical Database, and those algorithms match the provider to their associated claims.

**Q. How will I know if a provider is appended from NICB'S Aggregated Medical Database?**

A. Every time we append a provider to a claim record, we mark it so. Users will see a clear message indicating the source of the information. This may appear in the claim or party level.

**Q. Will this impact my processes in NetMap or ClaimDirector?**

A. No. As we enhance this feature in the future, we'll integrate with NetMap and ClaimDirector and communicate those changes.

**Q. Do I have to pay for this new feature?**

A. Nope.