



Building a Better Provider Directory with Quest Analytics BetterDoctor

Effective Date: 3rd Quarter 2026

Health Plans Affected: Advantage MD, Employer Health Programs (EHP), Priority Partners, US Family Health Plan (USFHP)

Type of Change: Provider Directory Accuracy

At Johns Hopkins Health Plans, an accurate provider directory helps our members easily find the right provider or service, as well as providers identifying specialty and other services for their patients. To enhance the accuracy of our provider directories, **we are collaborating with Quest Analytics BetterDoctor to verify and amend our provider directory data.**

Johns Hopkins Health Plans' network providers will be contacted by BetterDoctor by email, telephone, fax, and U.S. mail. Please know that when you hear from BetterDoctor, they are working with Johns Hopkins Health Plans on this project to increase provider directory accuracy. BetterDoctor will reach out to our network **every 90 days** starting this summer.

We encourage you to support our efforts, in tandem with BetterDoctor, to capture demographic and other changes to our provider directory data.

Not only does it simplify the process of looking up providers and services, but it also ensures our network is compliant with new federal No Surprises Act requirements.

The federal No Surprises Act requires health plans to verify all provider directory data every 90 days. It also requires all providers and facilities to submit this information to in-network plans and for health plans to remove unverified providers from their directories.

We will provide more details about the directory data project as it progresses. In the meantime, learn more about BetterDoctor at <https://questanalytics.com/how-we-help/betterdoctor/>.