

Improve the Accuracy of Insurance Companies' Provider Networks

HB.2947 & S.528

An Act to Increase Transparency about Provider Networks

Lead Sponsors: Representative Barber and Senator Flanagan

The Issue:

Families and individuals who are seeking health care in Massachusetts are often unable to find accurate and reliable information about the provider network available through their insurance carrier because insurers do not regularly update the provider directories.

Provider directories appear to have a large number of in-network providers, but frequently many providers are unavailable.

- Providers may have moved, closed their practice, or no longer accept the plan.
- Directories often include inaccurate information about language capability, services delivered, and whether or not the provider is accepting new patients

An Act to Increase Transparency about Provider Networks requires carriers to update each online network plan provider directory weekly to reflect any changes, contact in-network providers who have not submitted a claim in the past 6 months to assure they are still in network, provide printed copies of the provider directory upon request, and include contact information to report inaccuracies on the directory.

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