

# Symphony Provider Directory Roles & Responsibilities

## Guide to Medi-Cal compliance & how the Symphony Provider Directory will support

The Symphony Provider Directory will make it easier for Managed Care Plans (MCPs) to achieve compliance with DHCS and other regulatory requirements through a single, cloud-based portal. Symphony includes functionality that supports many of DHCS rules and requirements. MCPs remain responsible for achieving full DHCS compliance.

The Department of Health Care Services (DHCS) is responsible for informing Medi-Cal beneficiaries about options for enrolling in Medi-Cal managed care plans and maintaining accurate information on contracted participants in MCP provider networks. To support this work, DHCS ensures MCPs format, update and submit their directories to DHCS pursuant to applicable Centers for Medicare and Medicaid Services guidance.

### Scope (Symphony, Plans, Providers)

✓ Yes

✓ Partially

— No

STATUTE & REGULATION	Function of Symphony	ROLES & RESPONSIBILITIES		
		SYMPHONY	PLAN	PROVIDER
<p><b>PL 00-02</b> <i>Managed Care Plans (MCPs) must assure provider directories contain appropriate, accurate, and complete information about the primary care providers and other physicians available to plan members that enables each member to make an informed choice of primary care provider to optimize continuity of care.</i></p>	✓	Symphony will support verification, validation and updates about primary care providers and other physicians available to Medi-Cal MCP members.	Extract data from Symphony to update online provider directories	Use Symphony to submit all required provider & facility information
<p><b>APL 14-006</b> <i>Plans must submit provider files on a monthly basis incorporating any changes occurring since the latest submission. Each provider file shall contain current data on each of the MCP's network providers available to render services to enrolled Medi-Cal beneficiaries, whether through direct or subcontracted arrangements, in each county for which the MCP has a Medi-Cal managed care contract. This includes, but is not limited to, primary and specialty care providers, hospitals, clinics, pharmacies, and ancillary providers.</i></p>	✓	Symphony will support documentation and monthly updates of provider directory information to Medi-Cal MCP plans.	Extract data from Symphony to update online provider directories; MCPs remain responsible for submitting monthly files to DHCS	N/A
<p><b>APL 16-019</b> <i>Plans must submit provider files in a national standard transaction in compliance with the Accredited Standards Committee (ASC) X12N 274 version 4050X109 Implementation Guide and the most recent DHCS 274 Companion Guide.</i></p>	✓	Symphony will support X12N 274 version to allow MCP submission of provider data files to DHCS.	Remain responsible for submitting provider data files to DHCS	N/A

Note: The California Provider Directory Utility (PDU) is now the Symphony Provider Directory (January 2019)

## Scope (Symphony, Plans, Providers)

✓ Yes

✓ Partially

— No

STATUTE & REGULATIONS	Function of Symphony	ROLES & RESPONSIBILITIES		
		SYMPHONY	PLAN	PROVIDER
<b>APL 16-019</b> <i>MCPs are required to submit complete, accurate, reasonable, and timely provider data on a monthly basis.</i>	✓	Symphony will support documentation and monthly updates of provider directory information to Medi-Cal MCP plans.	Extract the required data from Symphony to populate online directories. MCPs will be responsible for submitting monthly files to DHCS.	N/A
<b>APL 16-019</b> <i>Plans must submit provider data files that include data for all provider types accessible in the network, both individual providers and facilities.</i>	✓	Symphony will support documentation of provider that include data for all provider types accessible in the network, both individual providers and facilities.	Extract the required data from Symphony to populate online directories. MCPs will be responsible for submitting monthly files to DHCS.	N/A
<b>APL 16-019</b> <i>Plans are responsible for reporting their full network, including information of delegated providers</i>	✓	Symphony will capture information regarding each Plan's full network, including delegated provider information.	Extract the required data from Symphony to populate online directories. MCPs will be responsible for submitting monthly files to DHCS.	N/A
<b>APL 16-019</b> <i>MCPs must submit one file for each Health Care Plan (HCP) Code.</i>	✓	Symphony will support functionality that allows plans to denote separate Health Care Plan Codes. Plans will be responsible for reporting files to DHCS.	Plans will be responsible for reporting files to DHCS	N/A
<b>APL 16-019</b> <i>Each HCP file must contain data on providers that provide covered services and medically necessary services to beneficiaries in that HCP, regardless of where the provider or facility is located.</i>	✓	Symphony will support verification, validation and updates about providers that provide covered services and medically necessary services to beneficiaries in each HCP.	Plans will be responsible for submitting HCP files to DHCS.	N/A
<b>MMCD Policy Letter 12-006</b> <i>Plans are required to use [facility site review] FSR Attachment C to assess the physical accessibility of provider sites, including specialist and ancillary service providers that serve a high volume of SPDs...and make this information available through both the Plan's website and their provider directories</i>	✓	Symphony will support functionality to collect provider FSR information from MCPs and delegated provider groups, update provider listings and disseminate that information to all Medi-Cal MCPs and delegated groups that contract with each FSR provider.	Extract the required data from Symphony to populate online directories	N/A

Questions? Visit [www.symphony.iha.org](http://www.symphony.iha.org) to sign up for updates or contact to [symphonyinfo@iha.org](mailto:symphonyinfo@iha.org) to request more information.