



URGENT

NOTIFICATION FOR PROVIDERS

QUEST ANALYTICS BETTERDOCTOR PROVIDER OUTREACH

Trillium Health Resources has contracted with Quest Analytics for network adequacy and provider directory accuracy. On our behalf, beginning on 12/1/22 Quest Analytics will conduct provider outreach to validate the data on Trillium's Member-facing Provider Directory. Quest Analytics utilizes BetterDoctor as a solution for Provider Directory accuracy and outreach efforts.

BetterDoctor will contact providers by fax, mail, email, and/or a telephone call on a quarterly basis. The provider letter will explain the process and request the provider validate the data contained in Trillium's Member-facing Provider Directory. The providers will validate and update their data via their input into the BetterDoctor portal. The Network team will review the validated data and will work with the provider to resolve any inaccurate data issues.

If you have any questions about Member-facing Provider Directory validation and outreach, email TrillumProviderDirectory@TrilliumNC.org or call 1-855-250-1539

[URGENT NOTIFICATIONS FOR NETWORK PROVIDERS](#)



