



P.O. Box 10086  
San Rafael, California 94912-9874

Date: 12/23/2020

RE: Lexis Nexis Introduction Letter

Scope: All MHN providers

Dear Provider,

We are proud to introduce our contracted clinicians to VerifyHCP®, a quick and easy clinician directory verification portal developed by LexisNexis® Risk Solutions. To make attestation more efficient for you and your staff, VerifyHCP enables practices to validate or update pre-populated directory information in one place across all participating health plans.

Updated practice information allows us to provide patients with current directory information so they can select in-network providers, choose health plans, and ultimately access care. Our goal is to make this process as easy as possible for clinicians and their practices and to receive 100% response to outreach requests. Clinicians who do not respond to verification requests may face delayed claim reimbursements and removal from directories.

#### **Clinician and practice outreach**

Outreach to confirm and update directory information will begin 1/4/2021. Several outreach methods will be used including email, fax, and phone, with email being the primary method. Clinicians and practices will be directed to register and log in to the Verify Health Care Portal to confirm their directory information on file is accurate. The Portal is a secure, free website for clinicians and their staff to use to confirm directory information, as required by CMS and various state laws.

Contact LexisNexis Risk Solutions Tech Support at <https://healthcare.custhelp.com/app/ask> or the VerifyHCP Portal Help Desk phone number (1-888-245-4619) with questions about the portal. Thank you again for our on-going partnership.

If you have further questions, please contact a Provider Relations Representative at [mhn.providerservices@healthnet.com](mailto:mhn.providerservices@healthnet.com) or Toll Free at (844) 966-0298.

Sincerely,  
MHN Provider Relations