

Ribbon Provider Data Platform For Health Plans

Power smarter health plan operations with Ribbon

Health plan provider operations teams collectively spend billions each year on managing provider data—an estimated \$2.1 billion annually across payers (CAQH).

Ribbon Provider Data Platform equips health plans to significantly reduce spend on provider data management while dramatically improving accuracy. Discover how Ribbon can transform your provider data management strategy.



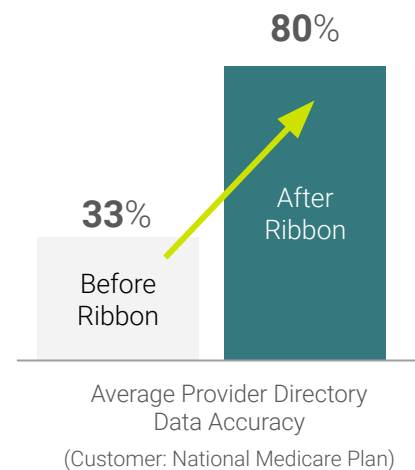
Ribbon helps health plans **improve provider data accuracy** and **reduce operational costs**

Managing provider data is a notoriously complex and costly challenge for health plans. Despite investing an estimated \$2.1 billion annually across payers¹, data accuracy remains a persistent problem. On average, provider directory accuracy for national health plans hovers at just 37%². Data inaccuracy leads to significant downstream impacts, including friction in member experiences, provider abrasion, errors in claims processing, and the risk of regulatory fines and penalties.

Ribbon Provider Data Platform offers health plans an all-in-one solution to address these challenges by providing comprehensive data and technology to significantly improve provider data accuracy while automating operational workflows. For one national Medicare plan, Ribbon helped increase data accuracy from 33% to over 80% in just 90 days. Tasks that once took associates hours—or even days—to complete, such as standardizing provider rosters, can now be handled by Ribbon in seconds.

By reducing the need for manual intervention in data management and boosting data accuracy, health plans can achieve substantial cost savings, estimated at \$0.20–\$0.30 per member per month (PMPM). These savings result from reduced full-time equivalent (FTE) time spent on data management tasks, fewer rework efforts due to claims processing errors, and less time dedicated to addressing member tickets tied to provider data issues.

With Ribbon, health plans can finally solve the ongoing challenges of provider data management. By automating workflows and significantly improving data accuracy, Ribbon drives operational efficiency, reduces costs, and enhances member experiences.



¹ Source: CAQH
² Source: Ribbon Health report, "State of Provider Data Accuracy", 2024.

Delivering Value for Health Plans

Estimated **\$0.20-\$0.30 PMPM in operational cost-savings** with Ribbon based on real customer benchmarks and case studies

Save team time on data management

75%

FTE time savings on data management via data processing automation with Ribbon

Build better member experiences

55%

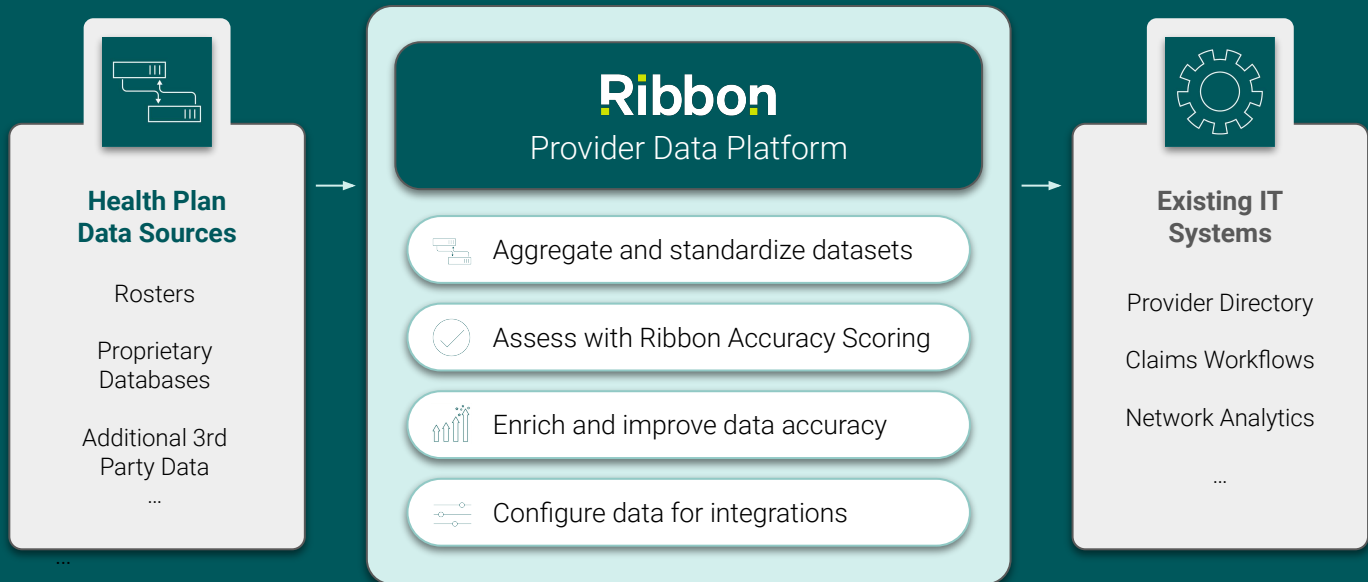
Reduction in member support tickets related to provider data errors

Support CMS compliance requirements

< 24 hr

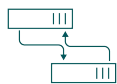
Turnaround time on data refreshes

Platform overview: How Ribbon automates health plan provider data workflows



Ribbon seamlessly integrates with existing health plan data sources and downstream systems via API.

Key Features & Capabilities



Aggregate and standardize datasets

Automatically intake data sources and integrate into desired, standardized formats. Map, transform, and standardize even the trickiest fields like provider specialties.



Assess with Ribbon Accuracy Scoring

Ribbon's proprietary AI-powered Accuracy Scoring models help you differentiate between good and bad data at scale. By assigning a score from 1 to 100 to each provider (NPI), address, and phone combination, Ribbon makes it easy to identify which data to update, replace, or remove from your dataset.



Enrich and improve data accuracy with Ribbon Directory

Leverage Ribbon Directory data to replace, update, and enrich missing or incorrect provider information. Covering 99.9% of NPIs and locations nationwide, Ribbon Directory offers a comprehensive set of data attributes, enabling you to build the most accurate and complete provider dataset.

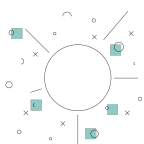


Configure data for integrations with Data Views

Create tailored data outputs for various provider data use cases across your organization. With Ribbon Data Views, you can compile data from multiple sources and configure custom business logic to extract the most relevant data cuts and formats.

Platform use cases: How Ribbon helps health plans tackle key provider data pain points

Ribbon helps health plans tackle a wide range of provider data challenges, all via the Ribbon Provider Data Platform. Explore the use cases below and reach out to the Ribbon team to learn more about the provider data challenges we can solve together.



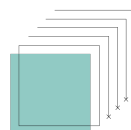
Establish a Provider Data System of Record

Use Ribbon as your core provider data hub to ingest all of your data sources, centralize and store data, execute updates at scale, and flexibly configure outputs across all sources.



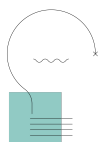
Improve Directory Accuracy & Quality

Leverage Ribbon's AI-powered Accuracy Scoring technology to analyze, cleanse, and measurably improve your provider data.



Automate Roster Standardization

Use Ribbon to ingest and standardize your provider rosters into one, standardized source of truth.



Derive Network & Market Insights

Perform meaningful industry analyses, gain market intelligence, and optimize network design with Ribbon provider data.



Support Regulatory Compliance

Meet specific directory accuracy and network adequacy requirements for Medicaid, Medicare, Commercial plans, and more.

See how Ribbon can transform your provider data operations.

[Learn More](#)