



Provider Directory Update with J2 Health

Provider Notice: Directory Verification Calls

WHAT'S CHANGING

SIHO has partnered with J2 Health to conduct provider directory verification calls. J2 Health replaces Quest Analytics/Better Doctor in this role, so your office may notice a change in who contacts you. The confirmation requirement itself has not changed.

WHY CONFIRMATION MATTERS

To support the No Surprises Act, providers are asked to confirm their directory information every 90 days, even if nothing has changed. Accurate information helps:

- Patients find and contact the right provider more easily.
- Support timely access to care.
- Improve coordination between providers, health plans, and care teams.
- Reduce delays and member complaints caused by outdated or incorrect information.
- Support accurate data submissions to regulators.

HOW THE VERIFICATION CALL WORKS

J2 Health places calls on SIHO's behalf using automated virtual agents that respond to natural language. Calls may ask about:

- Office locations and contact details
- Provider demographic information, including specialties
- Appointment availability

During the call, you will be guided through confirming or updating your information. If clarification is needed, the virtual agent can transfer you to a live representative. Verified information is then shared with SIHO to update our directory and reporting systems.

Need Help

For questions about this process, contact SIHO Provider Services at provider.services@siho.org.

Thank you for helping keep provider information accurate for the members and communities we serve.