



TIP GUIDE : OIG ALIASES ENHANCEMENT

The OIG Feature within Modio's OneView®

Modio's original OIG search allowed you to run a single-name query of the OIG Exclusion List and return a PDF certifying the search results for your providers in OneView.

With the OIG alias enhancement, you can run OIG searches using aliases for a provider that are stored in the Additional Names section in OneView. By updating our integration to use the OIG Multiple Individual search, we can run a search not only using the provider's profile name, but also up to 4 other names from the Additional Names section.

For example, we can search for provider "John Smith", but also include aliases such as "J Smith", "Johnny Smith", and "John Smith-Black". When you run an OIG search, you can select from the list of OIG results (if any are returned), accept the search results, and upload a verification PDF to the provider profile as proof of the search.

Check that the provider's Personal Info section has been filled out to the best of your knowledge.

The OIG search will use **first and last name, as well as NPI number, DOB, and SSN** to verify the provider. If these data points are all present on the provider profile, this increases the veracity of the search results.

Missing data can cause a "fuzzy match", which means we are unable to verify if the search results truly match the provider in question.

Enter the provider's aliases in the **More Names** window of the Personal Info section.

Aliases can be a name the provider uses professionally that may not match their current legal name. Make sure that the aliases are entered as type "Other Name", otherwise they will not be used in the OIG search. Note that if you enter more than 4 records under the Other Name type, only the first 4 records can be pulled into the OIG search at this time.

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Team Forms Tracking Logins Tasks Notes

Modio Health QA (San Francisco, CA)

All 3/18Test Carbon Test Contract Employees Critical Care

Provider

Search for a provider by name or NPI...

- Gastroenterology
- GA Adams, Gregory Franklin - MD
Bariatric Surgery
NPI# 1053363846
- AA Ahrens, Alexandria - RADT
Addiction Counseling
- KA Allen, Kalin - Test
General Practice
NPI# 1111111111
- BA Anderson, Brenda - PT
Physical Therapy**
- A AZ - 123 - Scottsdale - FAC
No Specialty
- Boaz, Travis Lee - MD
Diagnostic Radiology

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Provider Profile for Brenda Anderson, PT — Physical Therapy

Notes	
NPI #	
OIG	Match DOB: 12/18/1950 Updated: 03/22/2021
Home Address	Email: brenda.anderson@oneview.email
Primary Practice	
Primary Affiliation	
Professional School	
Graduation Date	
State Licenses	
DEA Licenses	
Controlled Substance	
Board Certifications	
Telemed Exp.	
Provider Onboarding	New Invitation

OK

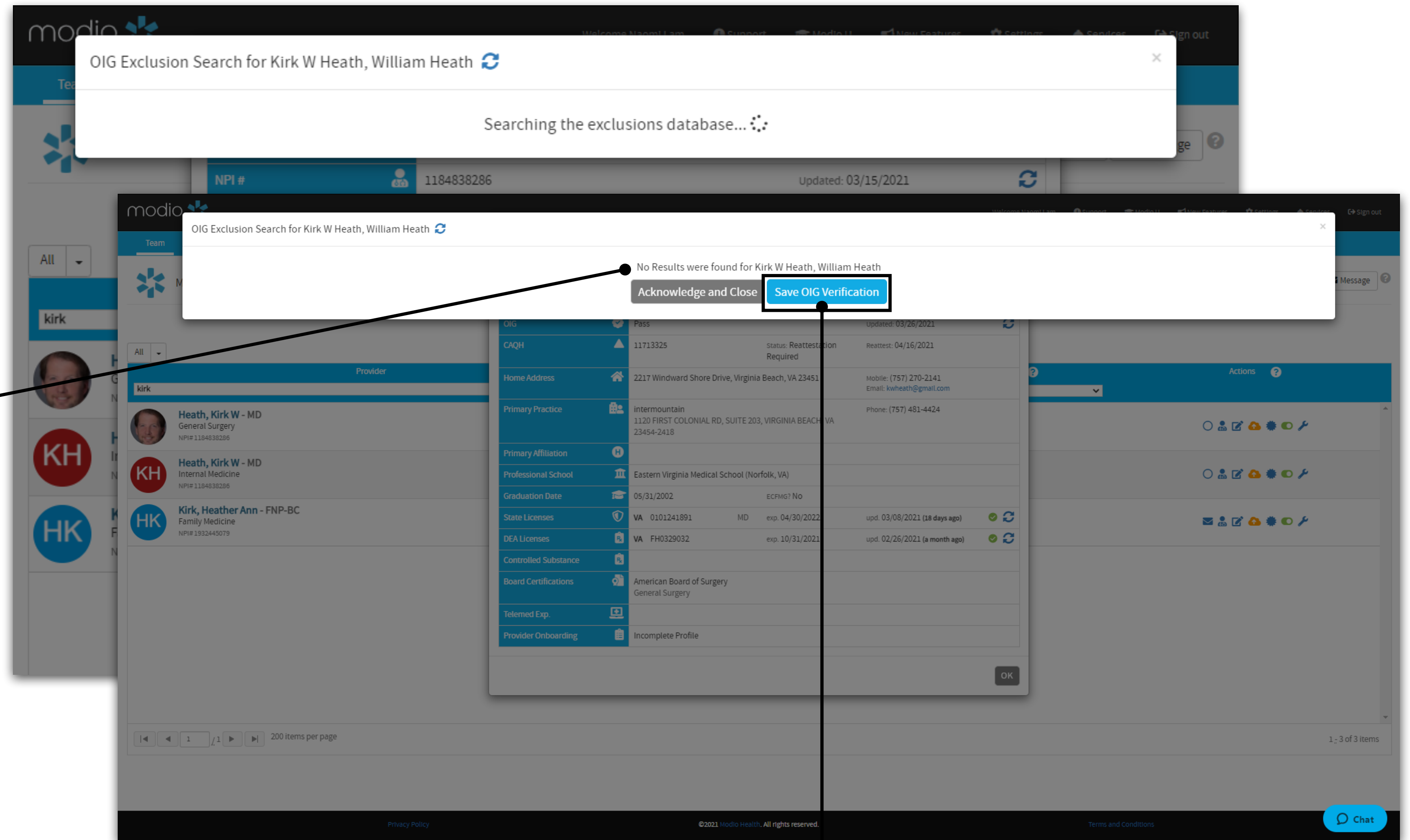
Return to the Team page and locate your provider's profile. Click on their profile icon to open the provider profile card.

Locate the OIG updater button and click.

The OIG search will begin, and you will see the provider's name as stored in Personal Info, as well as the values stored in Other Names, at the top of the window.

From there, you may see the following results the first time you run the OIG search for your provider:

No Results were found for [Provider Name(s)]: This indicates that we were unable to match your provider's data in OneView to any provider on the OIG exclusion list.



Click "**Save OIG Verification**" to save a PDF verification of these search results to the provider profile. When you click **Save**, the provider's OIG status will be set to Pass.

Comparison Columns: If you see two side-by-side columns of data with the headers "Current OIG Info" and "Updated OIG Info", this indicates that we found 1 possible match for your provider.

You will need to compare the OneView data (on the left) to the matched OIG data (on the right) and determine if the OIG data is a true match for the provider.

Pay close attention to the **provider's middle name, DOB, and NPI**. The more of these values that match the left-hand column, the more likely it is that the provider is truly on the OIG exclusion list.

You can now choose to:

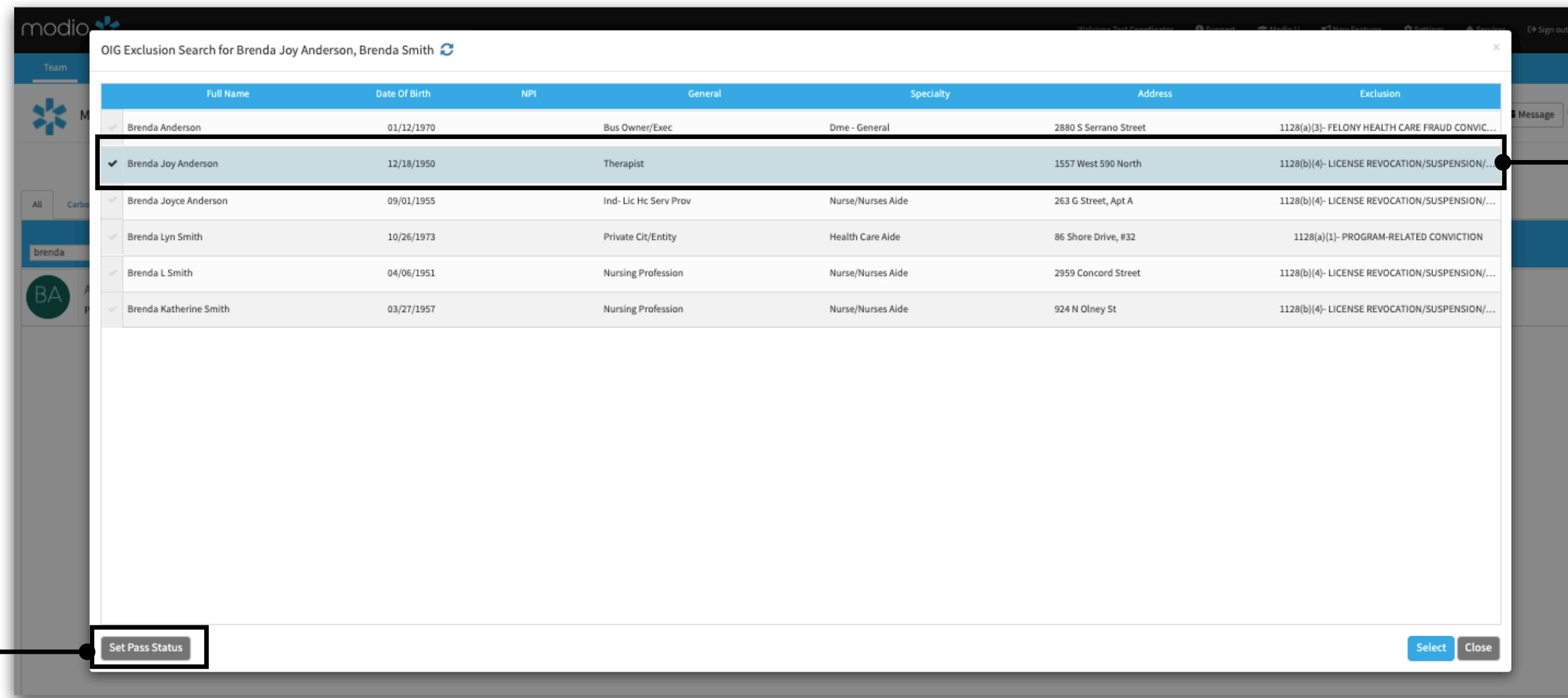
1. Acknowledge and Close: If you do not want to accept the matched provider, click here. Leaving the Set Pass Status checkbox unmarked will leave the status set to Scheduled, and no verification document will be uploaded. Marking the checkbox will set the status to Pass, and a verification document will be uploaded.

OR

2. Accept Changes: The provider's OIG status will be set to Match (if we can only confirm partial data) or Fail (if we get a match on NPI and/or DOB). If you also select "Upload primary source document" before clicking Accept, then a verification document will be uploaded to the provider profile.

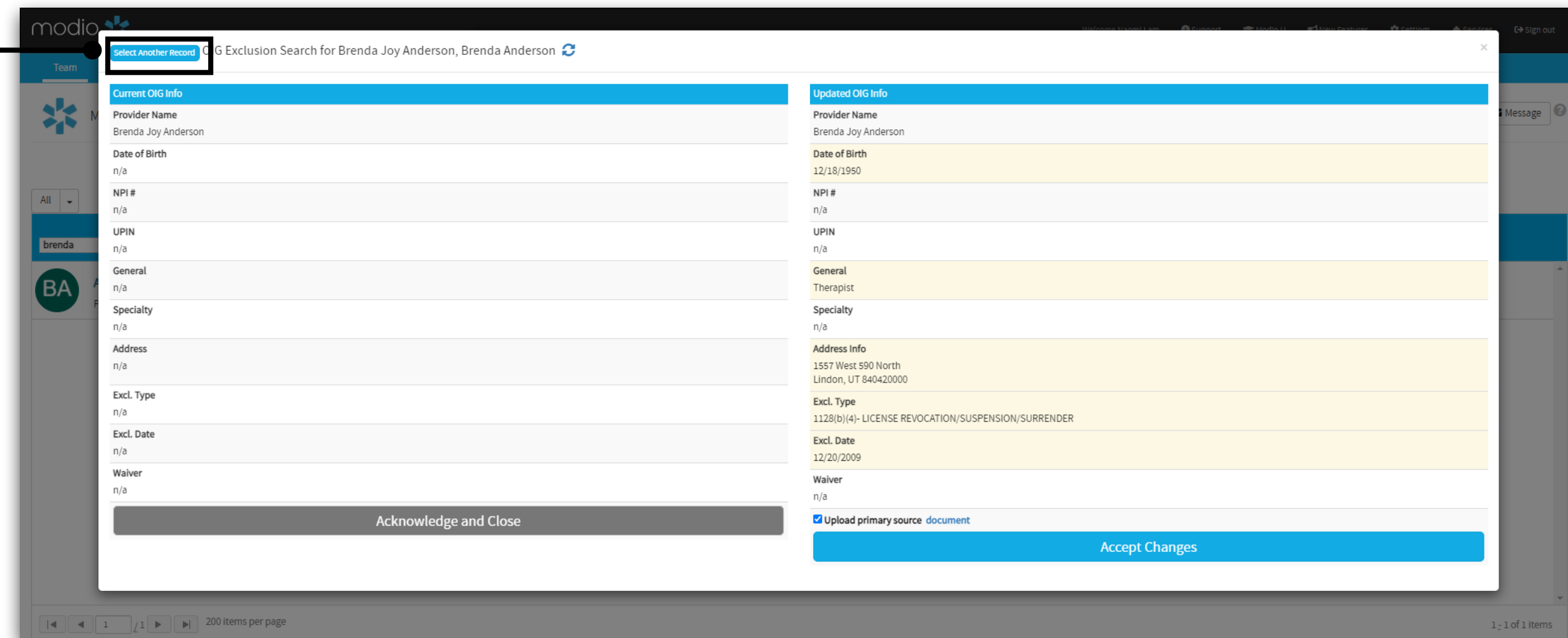
Results List: If you see a list of provider names with DOB, NPI, and other data points, this indicates that multiple providers were found on the OIG exclusion list who could match the provider you searched. You will need to look at the data points in this list and determine if they match your provider. You can now choose to:

1. Set Pass Status: Do this if none of the providers in the list match the provider you are searching for. This will upload a verification document to the provider profile.



2. Select Provider: Do this if one of the providers in the list matches the provider you are searching for. From here, the workflow will be the same as the Comparison Columns (previous page).

3. Select New Provider: Click on the **"Select Another Record"** button at the top of the window if you determine that the provider selected is not a true match. This will take you back to the results list.



Did you click **Accept Changes** for the wrong provider? Check the FAQ on Page 10 for more details.

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Brenda Anderson PT Documents

Securely Upload, Download, and Email Documents. [Upload] [Download] [Email]

Documents - [Completed Forms]

- Personal Info
- Health Info
- Malpractice
- Education
- Miscellaneous
- Licensure/Certifications
- Applications/Attestations
- Professional/Clinical Evaluations
- Admin
- CME/CEU

Drop documents here or Click here to browse

Accepted file formats: pdf, docx, txt, rtf, gif, jpg, png

Type	File Name	Date	Permission	Expiration Date	Status	Actions
OIG Verification	OIG Anderson Brenda 03-24-2021.pdf	03/25/2021	Public		Active	[Icons]
OIG Verification	OIG Anderson Brenda 03-25-2021.pdf	03/25/2021	Public		Active	[Chat]

Navigate to the Documents tab

You can now find your provider's PDF in the **Verifications Grid**.

FAQ –

Q: When I click “Accept Changes”, what data might be added to my provider profile?

A: Data from an accepted OIG search can be written to two places. We have a data table for Personal Info and a separate OIG table for storing data from each search. When you accept changes, Carbon can insert provider NPI number and/or DOB into the Personal Info fields if they were blank before. In addition, it will also insert the first, middle, and last name values of the record you selected into the OIG table. The data in the OIG table will be used to set the default name for future OIG searches. If you want to clear this info, use the Set Pass Status button.

Q: What do the Scheduled, Pass, Match, and Fail statuses mean?

A: These are the 4 possible OIG statuses that can be set for your provider. Here’s where they apply:

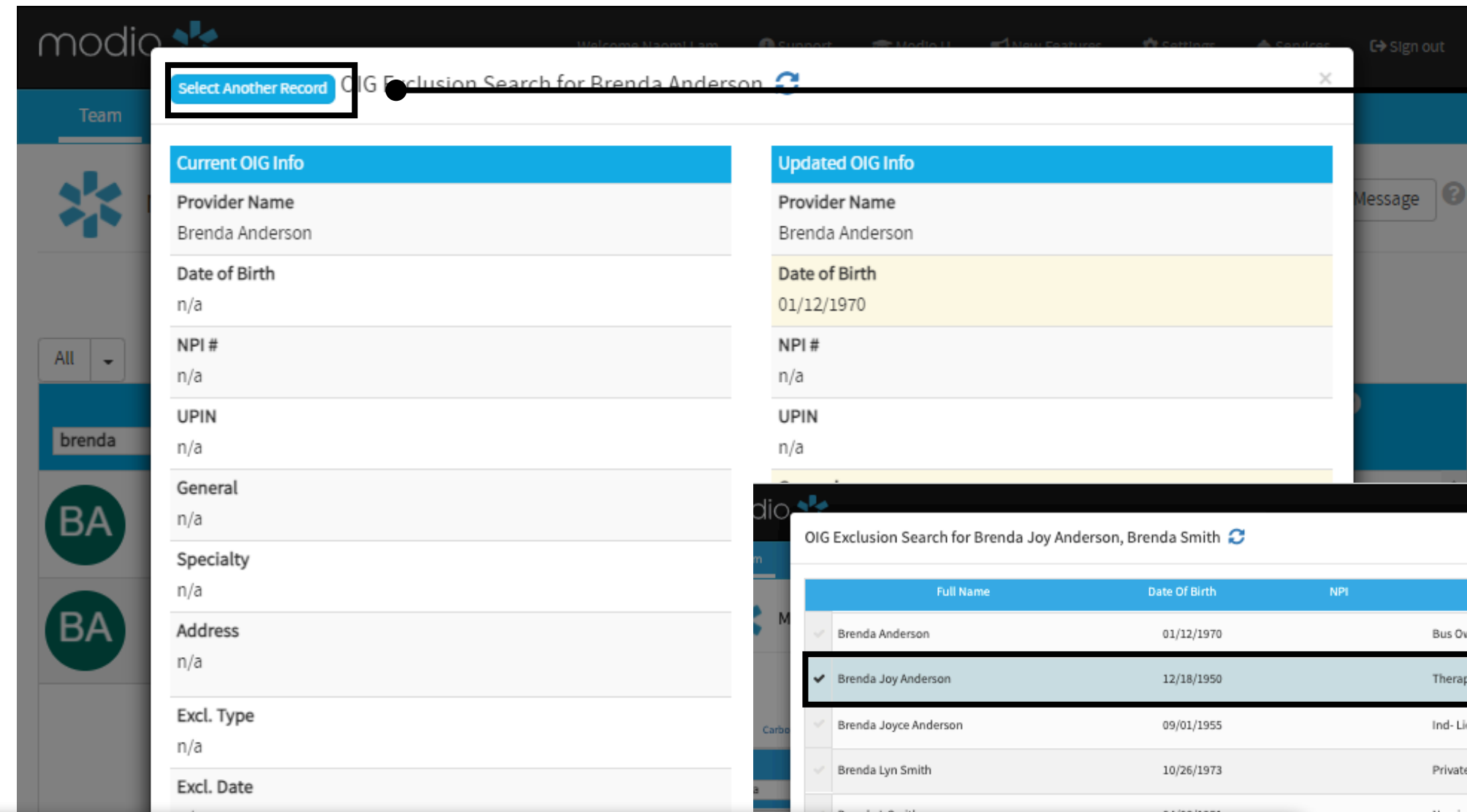
1. **Scheduled:** This indicates that your provider’s profile has been queued for the next monthly OIG run, but no OIG run has been completed. You can manually initiate an OIG search for the provider if you want to see their OIG status immediately and get a verification document.
 2. **Pass:** This indicates that no person matching your provider's personal data was found on the OIG Exclusion List. To get a pass, the minimum data on the provider profile must include the first and last name plus DOB. We recommend having NPI and SSN on file whenever possible.
 3. **Match:** This indicates that an initial OIG search has been run for a provider and a possible match for the provider’s data was found and recorded on the provider profile. This does not mean that the provider is definitely on the Exclusion List. You will need to confirm if the data points for the possible match are correct for your provider, and you may need to add additional data (e.g. NPI or SSN) to the profile in order to return a Pass or Fail status.
 4. **Fail:** This indicates that the provider’s data in OneView definitely matched a provider on the Exclusion List. The only data points that can produce a Fail status at this time are a matched NPI or SSN, since these are unique identifiers (unlike name or DOB). Note that OIG does not always have all personal data points on file, however.
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Q: Is a verification document always uploaded as a result of running the OIG updater?

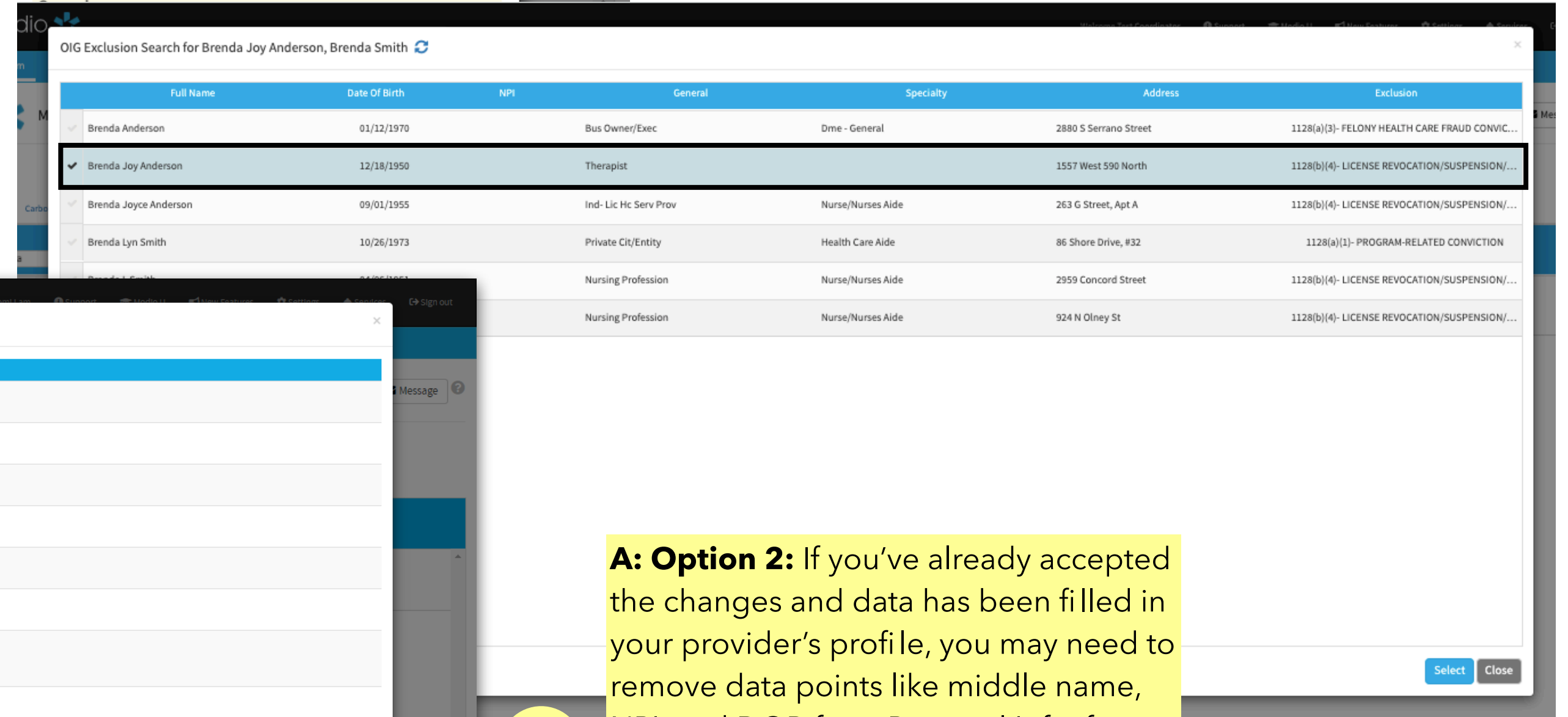
A: A verification PDF will be available for upload when no results are found, when a match or fail is found, and when you choose to set a Pass status for the provider.

FAQ –

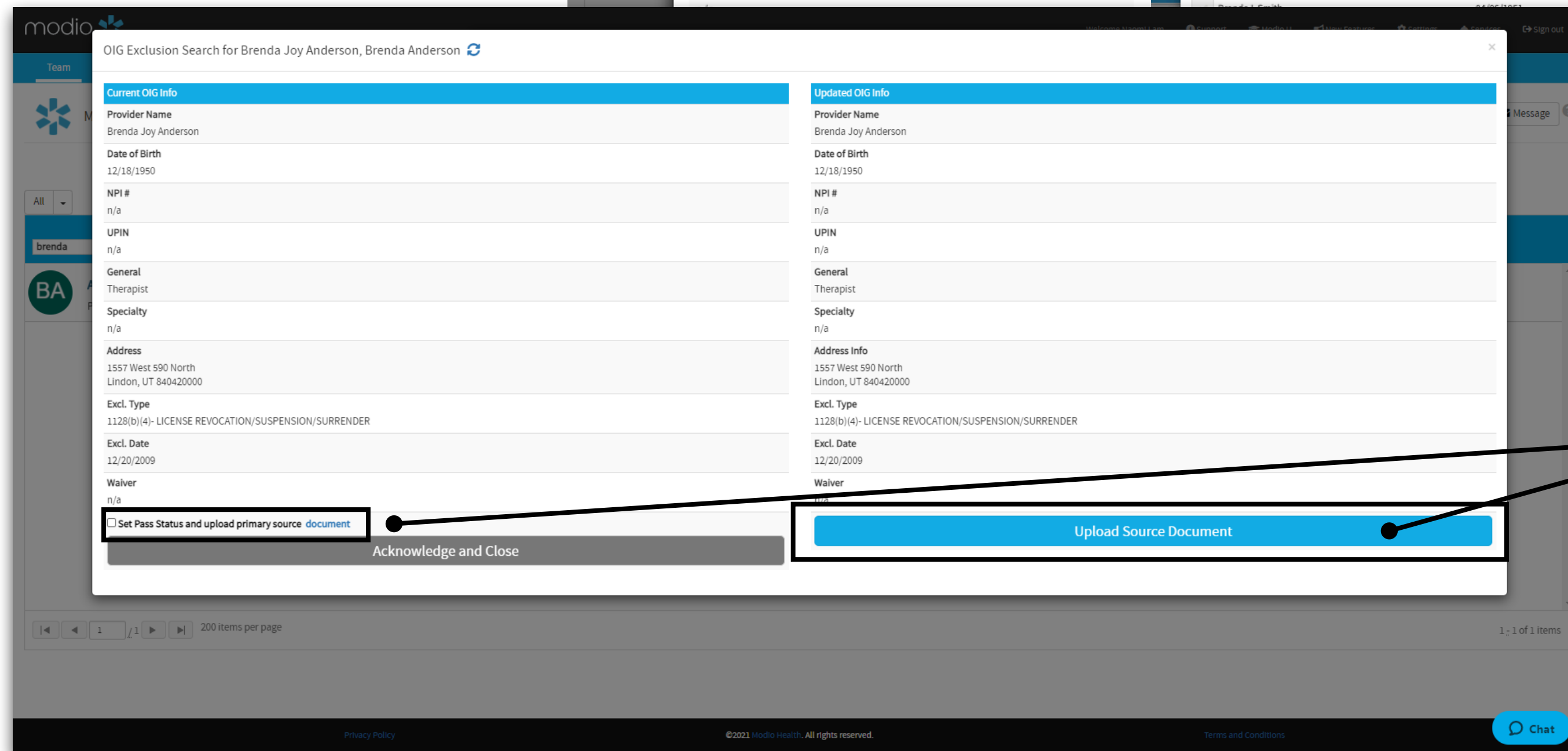
Q: I chose the wrong provider from the results list. What should I do?



A: Option 1 - If you haven't yet clicked the Accept Changes button, you can still go back to the list of other providers. Click on **"Select Another Record"** to do so."



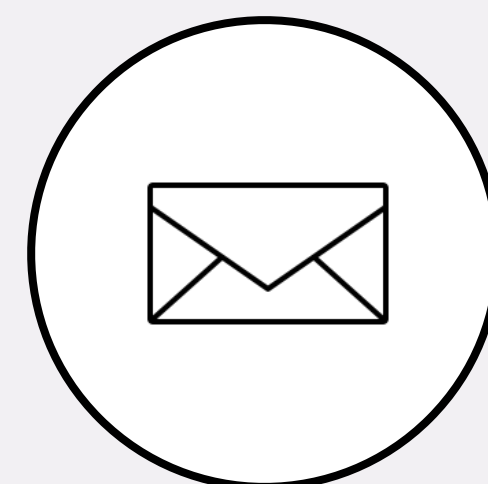
A: Option 2: If you've already accepted the changes and data has been filled in your provider's profile, you may need to remove data points like middle name, NPI, and DOB from Personal Info if these are incorrect. Then, rerun the updater and **click "Set Pass Status and upload verification document"**. This will clear the OIG table and reset the provider default.



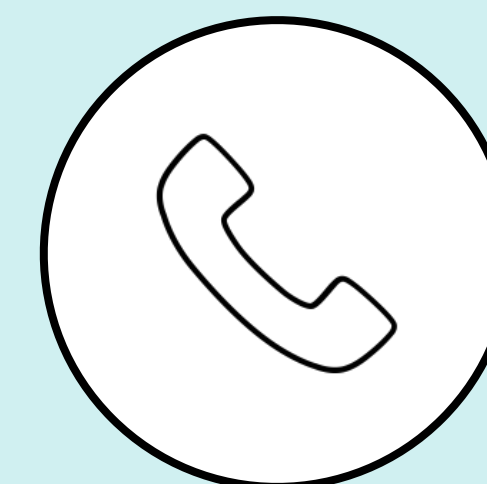
For additional questions or further training, contact the Modio Team:



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