

## Online Provider Directory Glossary of Terms

### **Accepting New Patients**

A provider with a full practice might not accept new patients. Providers report on their application to ConnectiCare if they currently accept new patients and should notify us if this changes. Since a provider's office status may change at any time, members should check with the physician's office.

### **Address**

Providers report their office locations on their initial application to ConnectiCare. It is the responsibility of the provider to notify ConnectiCare if they change their office location. Information is validated every three years by the provider.

### **Board Certification**

Although Board Certification is not required for a physician to practice medicine, it does mean that a physician has passed an examination process through the American Board of Medical Specialties (ABMS) or the American Osteopathic Association (AOA). ConnectiCare verifies board certification directly with the ABMS or AOA on an annual basis. You can check if a physician is board certified through <http://www.abms.org>.

### **Gender**

Provider's gender is obtained from their initial application to ConnectiCare. This information is not validated and it would be the responsibility of the provider to notify ConnectiCare if a correction is required.

### **Hospital Accreditation**

ConnectiCare requires participating hospitals obtain accreditation from independent organizations that evaluate the quality and safety of care at the hospital through extensive on-site reviews by trained professionals. Since accreditation status can expire, it is verified by ConnectiCare through the accreditation organization before ConnectiCare contracts with a hospital and every three years thereafter.

### **Hospital Affiliation**

If you require hospital care, you may be directed to the hospital(s) listed. Physicians report their hospital affiliations on their initial application to ConnectiCare. This information is verified by ConnectiCare every three years.

### **Language**

Providers report language(s) they speak on their initial application to ConnectiCare. This information is updated every three years by the provider. Office staff may, or may not, speak the same or other languages as the provider.

### **Name**

Provider's name is obtained from their initial application to ConnectiCare. It is the responsibility of the provider to notify ConnectiCare if they change their name. Information is validated every three years by the provider.

Hospital name is obtained from the initial application to ConnectiCare. It is the responsibility of the hospital to notify ConnectiCare of a change in name. Information is validated every three years by ConnectiCare.

## **NCQA Physician Recognition**

### ***Diabetes Recognition Program (DPRP)***

Recognizes physicians who demonstrate that they provide high-quality care to patients with diabetes. For more information go to [www.ncqa.org](http://www.ncqa.org).

### ***Heart/Stroke Recognition Program (HSRP)***

Recognizes physicians who demonstrate that they provide high-quality care to patients with cardiac conditions or who have had a stroke. For more information go to [www.ncqa.org](http://www.ncqa.org).

## **Primary Care Provider (PCP)**

This is the health care professional of your choice – a family practitioner, internist, pediatrician or nurse practitioner. PCPs who participate in our provider network are listed in our online directory. Specialists are not PCPs, so be sure you choose yours from the categories described here.

## **Specialty**

Specialty refers to the provider's training, which is verified by their State Licensing Board. Providers list their specialty on their application to ConnectiCare, and ConnectiCare confirms this information when we verify the provider's license to practice medicine, verify board certification, or verify fellowships.