Providers Are Not Getting the Data They Need from Payers to Deliver Care—and They Are Frustrated

Providers Do Not Get Data Needed from Payers | Accenture

**PERCENT PROVIDERS WHO STRONGLY AGREE WITH EACH DRIVER**

- I can easily see prescription fills that are from other providers: 22%
- I can easily see when other providers provide services to my patient, including supporting documentation: 21%
- I know which patients are attributed to me by an health insurer, ACO, etc.: 17%
- Tools available from health insurers to help close gaps in care are easy to use and integrated with EMR: 15%
- I trust the data provided by health insurers at the point of care to be accurate and up to date, to help close gaps in care and improve outcomes: 15%
- The data I need is available from health insurers at the point of care, to help close gaps in care and improve outcomes: 13%

1.4X more impactful to NPS than driver average

1.5X more impactful to NPS than driver average

3.4X more impactful to NPS than driver average

Source: Accenture 2018 National Provider B2B Experience Benchmark Study

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