

HEALTH NEW ENGLAND PROVIDER DIRECTORY INFORMATION, SOURCE AND FREQUENCY VALIDATED

The information in the Find a Provider tool is updated daily. However, we recommend that you always reach out to the provider before receiving services to verify that they are still participating in the network and that their information is up-to-date.

PROVIDER NETWORK

Definition: Health New England Network associated with the plan selected by the member or employer group.

You can find the type of plan (HMO, POS, PPO, HDHPHMO) on the right hand side of your card for Commercial HMO and Commercial PPO plans. For Medicare Advantage, Medicare Advantage Baystate Health Preferred, Medicare Supplement, Massachusetts Health Connector, and BeHealthy Partnership (Medicaid ACO), you can find the plan type displayed across the top of your card. The following plan types are available for you to search for providers.

HMO - HMO Network

On Your ID Card: Look for HMO in the Benefit Plan Copays section of the ID card.

Description: If the plan type includes HMO in the description, and is not a GIC, Medicare Advantage, Medicare Supplement, Massachusetts Health Connector, or BeHealthy Partnership plan, you have a Commercial HMO Network plan type.

Click here to be redirected to the HMO Network provider search:

<https://my.healthnewengland.org/publicprovidersearch#!/publicprovidersearchall/HMO>

HMO – Connector (HMO Fully Funded)

On Your ID Card: Look for HMO in the Benefit Plan Copays section of the ID card and the Massachusetts Health Connector logo displayed at the top of your ID card.

Description: The Massachusetts Health Connector plan covers people who have obtained Health New England insurance through the Massachusetts Health Connector.

Click here to be redirected to the Connector (HMO Fully Funded) provider search:

<https://my.healthnewengland.org/publicprovidersearch#!/publicprovidersearch/D1>

PPO – Health New England PPO Network

On Your ID Card: Look for PPO in the Benefit Plan Copays section of the ID card.

Description: If the plan type includes PPO in the description, and is not a GIC, Medicare Advantage, Medicare Supplement, Massachusetts Health Connector, or BeHealthy Partnership plan, you have a Commercial PPO Network plan type.

Click here to be redirected to the PPO Network provider search:

<https://my.healthnewengland.org/publicprovidersearch#!/publicprovidersearchall/PPO>

HEALTH NEW ENGLAND PROVIDER DIRECTORY INFORMATION, SOURCE AND FREQUENCY VALIDATED

Group Insurance Commission (GIC)

On Your ID Card: Look for the GIC logo on the top of your ID Card.

Description: GIC stands for Group Insurance Commission. The GIC plan covers people who work for the Commonwealth of Massachusetts and certain municipalities (cities or towns). The GIC plan has a tiered provider network. That means that providers are assigned different copay levels (or tiers) based on the provider's affiliation with an Academic Medical Center (AMC). Click here to be redirected to the GIC Network provider search:

<https://my.healthnewengland.org/publicprovidersearch#!/publicprovidersearch/DA>

Medicare Advantage

On Your ID Card: Look for the words Health New England Medicare Advantage at the top of your ID card.

Description: Health New England's Medicare Advantage (MA) Plans cover those who are eligible for Medicare Parts A and B. Health New England MA Plans are available to residents of Berkshire, Franklin, Hampden, and Hampshire Counties in Massachusetts.

Click here to be redirected to the Medicare Advantage provider search:

https://my.healthnewengland.org/PublicProviderSearch/pk_vid/bca724d698a9e5fa1588012552c87cae#!/publicprovidersearch/D3

Medicare Advantage Baystate Health Preferred

On Your ID Card: Look for the words Health New England Medicare Advantage Baystate Health Preferred at the top of your ID card.

Description: Health New England's Medicare Advantage (MA) Baystate Health Preferred Plan covers those who are eligible for Medicare Parts A and B. Health New England MA Baystate Health Preferred Plan is available to residents of Berkshire, Franklin, Hampden, and Hampshire Counties in Massachusetts. The Primary Care Providers (PCPs) in the Medicare Advantage Baystate Health Preferred Plan are affiliated with Baystate Medical Practices.

Click here to be redirected to the Medicare Advantage Baystate Health Preferred Plan provider search:

<https://my.healthnewengland.org/publicprovidersearch#!/publicprovidersearch/DL>

BeHealthy Partnership

On Your ID Card: Look for the Health New England BeHealthy Partnership logo on the top of your ID card.

Description: Health New England's BeHealthy Partnership plan covers those who are eligible for coverage under the state MassHealth program. Health New England BeHealthy Partnership is available to residents of Berkshire, Franklin, Hampden, and Hampshire Counties in Massachusetts.

Click here to be redirected to the Medicare Advantage provider search:

<https://my.healthnewengland.org/publicprovidersearch#!/publicprovidersearch/DB>

PHYSICIAN DATA

Accepting New Patients

Definition: The provider agrees to become a medical caregiver to a member that he or she has not previously seen.

Source: This information is self-reported and verified during the initial credentialing process and every two years the provider's re-credentialing application, which is a signed document in which the provider confirms the information is accurate and complete. HNE also conducts outreach to the provider for data validation on a regular basis. This information may also be verified more often, if appropriate, outside of the re-credentialing or data validation processes.

Frequency Validated: On initial credentialing and at least every two years at re-credentialing, as well as regular outreach. Since a provider's office status may change at any time, members should check with the provider's office.

Board Certification

Definition: When a provider is board certified, this means that he or she has graduated from a medical school; completed residency (training in a hospital); trained under supervision in a specialty and passed exams given by a medical specialty board.

Source: This information is self-reported and verified during the initial credentialing process and every two years on the provider's re-credentialing application, which is a signed document in which the provider confirms the information is accurate and complete. HNE also conducts outreach to the provider for data validation on a regular basis.

Frequency Validated: On initial credentialing and at least every two years at re-credentialing, as well as regular outreach, and upon board certification expiration. Validation is conducted through one of the following primary sources:

ABMS: American Board of Medical Specialties (<http://www.abms.org>)

AOA: American Osteopathic Association (<http://www.osteopathic.org>)

ABPM: American Board of Podiatric Medicine (<https://www.abpmed.org>)

ABOMS: American Board of Oral and Maxillofacial Surgery (<http://www.aboms.org>)

BACB: Behavioral Analyst Certification Board (<http://www.bacb.com>)

Gender

Definition: Self-explanatory.

Source: This information is self-reported and verified during the initial credentialing process and every two years on the provider's re-credentialing application, which is a signed document in which the provider confirms the information is accurate and complete. HNE also conducts outreach to the provider for data validation on a regular basis.

Frequency Validated: On initial credentialing and at least every two years at re-credentialing, as well as regular outreach.

HEALTH NEW ENGLAND

PROVIDER DIRECTORY INFORMATION, SOURCE AND FREQUENCY VALIDATED

Hospital Affiliation

Definition: The HNE participating hospital where the provider has been granted privileges to provide medical care.

Source: This information is self-reported and verified during the initial credentialing process and every two years on the provider's re-credentialing application, which is a signed document in which the provider confirms the information is accurate and complete. HNE also conducts outreach to the provider for data validation on a regular basis.

Frequency Validated: On initial credentialing and at least every two years at re-credentialing, as well as regular outreach.

Languages

Definition: Languages spoken by the provider, in addition to English. The office staff may, or may not, speak the same or other languages as the provider.

Source: This information is self-reported and verified during the initial credentialing process and every two years on the provider's re-credentialing application, which is a signed document in which the provider confirms the information is accurate and complete. HNE also conducts outreach to the provider for data validation on a regular basis.

Frequency Validated: On initial credentialing and at least every two years at re-credentialing, as well as regular outreach.

Last Name

Definition: Self-explanatory.

Source: This information is self-reported and verified during the initial credentialing process and every two years on the provider's re-credentialing application, which is a signed document in which the provider confirms the information is accurate and complete. HNE also conducts outreach to the provider for data validation on a regular basis.

Frequency Validated: On initial credentialing and at least every two years at re-credentialing, as well as regular outreach.

Office Location and Phone Number

Definition: A list of practice locations (street, city, state) at which the provider will see members.

Source: This information is self-reported and verified during the initial credentialing process and every two years or more often on the provider's re-credentialing application, which is a signed document in which the provider confirms the information is accurate and complete. HNE also conducts outreach to the provider for data validation on a regular basis.

Frequency Validated: On initial credentialing and at least every two years at re-credentialing, as well as regular outreach.

HEALTH NEW ENGLAND PROVIDER DIRECTORY INFORMATION, SOURCE AND FREQUENCY VALIDATED

Practice Name (Medical Group Affiliation)

Definition: The name of a group practice to which a provider belongs to or is associated with, if applicable.

Source: This information is self-reported and verified during the initial credentialing process and every two years on the provider's re-credentialing application, which is a signed document in which the provider confirms the information is accurate and complete. HNE also conducts outreach to the provider for data validation on a regular basis.

Frequency Validated: On initial credentialing and at least every two years at re-credentialing, as well as regular outreach.

Specialty

Definition: The provider's special field of practice or expertise. The provider will only be listed in a requested specialty that Health New England can verify, and that the provider has the education and training to support the requested specialty.

Source: This information is self-reported and verified during the initial credentialing process and every two years on the provider's re-credentialing application, which is a signed document in which the provider confirms the information is accurate and complete. HNE also conducts outreach to the provider for data validation on a regular basis.

Frequency Validated: On initial credentialing and at least every two years at re-credentialing, as well as regular outreach.

HEALTH NEW ENGLAND
PROVIDER DIRECTORY INFORMATION, SOURCE AND FREQUENCY VALIDATED

HOSPITAL DATA

Hospital Accreditation Status

Definition: A process of evaluating an institution/facility to determine whether it meets the standards set up by the accrediting body, and granting recognition of the fact that the hospital is accredited. Accreditation is a process performed by a non-governmental agency at the request of the institution.

Source: This information is self-reported and verified during the initial credentialing process and every three years on the hospital's re-credentialing application, which is a signed document in which the provider confirms the information is accurate and complete, as well as regular outreach to the hospital for data validation.

Frequency Validated: On initial credentialing and at least every three years through one or the following primary sources:

AAAH: Accreditation Association for Ambulatory Health Care, Inc. for ambulatory clinics, surgery centers, office based surgery centers and practices, urgent and immediate care centers. (<http://www.aaahc.org>)

AABB: Advancing Transfusion and Cellular Therapies Worldwide blood banks, transfusion services and blood donor centers. (<http://www.aabb.org>)

AASM: American Academy of Sleep Medicine for sleep facilities, independent sleep practices, and DME suppliers. (<http://www.aasmnet.org>)

ABC: American Board for Certification in Orthotics, Prosthetics & Pedorthics in Orthotics, Prosthetics & Pedorthics for orthotic, prosthetic, and pedorthic organizations. (<http://www.abcop.org>)

ACHC: Accreditation Commission for Health Care for Health Care for home health, hospice, behavioral health, home infusion, ambulatory care, dialysis and hospitals. (<http://www.achc.org>)

ACR: American College of Radiology for CT, MRI, Breast MRI, Nuclear Medicine and PET, Ultrasound, Breast Ultrasound, and Stereotactic Breast Biopsy. (<http://www.acr.org>)

BOC: Board of Certification / Accreditation for orthotic and prosthetic practices and durable medical equipment. (<http://www.bocusa.org>)

CAP: College of American Pathologists for laboratories. (<http://www.cap.org>)

CARF: CARF International for behavioral health, including alcohol and drug rehabilitation programs, sub-acute rehabilitation units, and retirement communities. (<http://www.carf.org>)

CHAP: Community Health Accreditation Partner for community based health organizations. (<http://www.chapinc.org>)

CLIA: Clinical Laboratory Improvement Amendments for laboratories. (<https://www.cms.gov/clia>)

COA: Council on Accreditation for child, youth and family services, behavioral health, aging services, and residential services. (<http://coanet.org>)

DNVGL: Det Norske Veritas Germanischer Lloyd DNV GL Healthcare for hospitals. (<http://dnvglhealthcare.com>)

HFAP: Healthcare Facilities Accreditation Program for hospitals, ambulatory surgical centers, laboratories and behavioral health (<http://www.hfap.org>)

IAC: Intersocietal Accreditation Commission for diagnostic imaging, CT, MRI, Nuclear and PET. (<http://www.intersocietal.org>)

HEALTH NEW ENGLAND

PROVIDER DIRECTORY INFORMATION, SOURCE AND FREQUENCY VALIDATED

The Joint Commission (formerly JCAHO: Joint Commission on Accreditation of Healthcare Organizations) for hospitals, long-term care, home care, and mental health organizations.
(<http://www.jointcommission.org>)

Noted below is the Hospital Accreditation Status for each of Health New England's published hospitals.

Hospital Name	Hospital Accreditation Status
ATHOL MEMORIAL HOSPITAL	The Joint Commission
BAYSTATE FRANKLIN MEDICAL CENTER	The Joint Commission
BAYSTATE MEDICAL CENTER	The Joint Commission
BAYSTATE NOBLE HOSPITAL	The Joint Commission
BAYSTATE WING HOSPITAL	The Joint Commission
BERKSHIRE MEDICAL CENTER	The Joint Commission
COOLEY DICKINSON HOSPITAL	The Joint Commission
FAIRVIEW HOSPITAL	The Joint Commission
HARTFORD HOSPITAL	The Joint Commission
HEALTH ALLIANCE HOSPITAL	The Joint Commission
HEALTH ALLIANCE HOSPITAL - CLINTON HOSPITAL – FITCHBURG AND LEOMINSTER CAMPUSES	The Joint Commission
HENRY HEYWOOD MEMORIAL HOSPITAL	The Joint Commission
HOLYOKE MEDICAL CENTER	DNVGL: Det Norske Veritas Germanischer Lloyd DNV GL Healthcare
JOHNSON MEMORIAL HOSPITAL	The Joint Commission
LAHEY CLINIC HOSPITAL	The Joint Commission
MARLBOROUGH HOSPITAL	The Joint Commission
MERCY MEDICAL CENTER	The Joint Commission
MIDSTATE MEDICAL CENTER	The Joint Commission
SAINT FRANCIS HOSPITAL AND MEDICAL CENTER	The Joint Commission
SAINT MARYS HOSPITAL	The Joint Commission
SAINT VINCENT HOSPITAL	The Joint Commission
SOUTHWESTERN VERMONT MEDICAL CENTER	The Joint Commission
ST VINCENTS MEDICAL CENTER	The Joint Commission
THE CHARLOTTE HUNGERFORD HOSPITAL	The Joint Commission
THE HOSPITAL OF CENTRAL CONNECTICUT	The Joint Commission

HEALTH NEW ENGLAND
PROVIDER DIRECTORY INFORMATION, SOURCE AND FREQUENCY VALIDATED

UMASS MEMORIAL HEALTH – HARRINGTON HOSPITAL	The Joint Commission
UMASS MEMORIAL MEDICAL CENTER	The Joint Commission
WILLIAM W BACKUS HOSPITAL	The Joint Commission
WINDHAM COMMUNITY MEMORIAL HOSPITAL	The Joint Commission

Hospital Location and Phone Number

Definition: A list of hospital locations (street, city, state) at which the hospital will see members.

Source: This information is self-reported and verified during the initial credentialing process and every three years on the hospital's re-credentialing application, which is a signed document in which the hospital confirms the information is accurate and complete, as well as regular outreach to the hospital for data validation.

Frequency Validated: On initial credentialing and at least every three years at re-credentialing, as well as regular outreach.

Hospital Name

Definition: Self-explanatory.

Source: This information is self-reported and verified during the initial credentialing process and every three years on the hospital's re-credentialing application, which is a signed document in which the hospital confirms the information is accurate and complete, as well as regular outreach to the hospital for data validation.

Frequency Validated: On initial credentialing and at least every three years at re-credentialing, as well as regular outreach.

Hospital Quality Data from Recognized Sources

Definition: Detailed information about a hospital's performance and how it compares to similar organizations. Hospital Quality Data is intended to provide consumers with quality of care information in order to make more informed decisions about their healthcare.

Source: This information is self-reported and verified during the initial credentialing process and every three years on the hospital's re-credentialing application, which is a signed document in which the provider confirms the information is accurate and complete.

Frequency Validated: On initial credentialing and at least every three years through one or the following sources:

HEALTH NEW ENGLAND

PROVIDER DIRECTORY INFORMATION, SOURCE AND FREQUENCY VALIDATED

The Joint Commission (formerly JCAHO: Joint Commission on Accreditation of Healthcare Organizations):

<http://www.qualitycheck.org/consumer/searchQCR.aspx>

The Summary of Quality Information provides a high level overview of important quality of care indicators at a hospital. These quality of care indicators are important factors to take into consideration when selecting a health care organization.

CMS Hospital Compare:

<https://www.medicare.gov/hospitalcompare/search.html>

Hospital Compare is a consumer-oriented website that provides information on how well hospitals provide recommended care to their patients. This information can help consumers make informed decisions about health care. Hospital Compare allows consumers to select multiple hospitals and directly compare performance measure information related to heart attack, heart failure, pneumonia, surgery and other conditions. These results are organized by:

Patient Survey Results	Use of Medical Imaging
Timely and Effective Care	Linking Quality to Payment
Readmissions, Complications, and Deaths	Medicare Volume

Leap Frog:

<http://www.leapfroggroup.org>

The Leapfrog initiatives have been built upon the fact that hospital performance transparency is critical to the optimal functioning of the healthcare marketplace. Leapfrog's public reporting initiatives offer valuable benchmarking capabilities to hospitals, as well as provide consumers and purchasers of healthcare with the quality and safety they need to make informed choices about their, or their employees' care.

Hospital Quality Data Links:

Noted below are links to specific Hospital Quality Data for each of Health New England's published hospitals.

Hospital Name	Hospital Specific Quality Check Data
ATHOL MEMORIAL HOSPITAL	Quality Report QualityCheck.org
BAYSTATE FRANKLIN MEDICAL CENTER	Quality Report QualityCheck.org
BAYSTATE MEDICAL CENTER	Quality Report QualityCheck.org
BAYSTATE NOBLE HOSPITAL	Quality Report QualityCheck.org
BAYSTATE WING HOSPITAL	Quality Report QualityCheck.org
BERKSHIRE MEDICAL CENTER	Quality Report QualityCheck.org
COOLEY DICKINSON HOSPITAL	Quality Report QualityCheck.org
FAIRVIEW HOSPITAL	Quality Report QualityCheck.org
UMASS MEMORIAL HEALTH – HARRINGTON HOSPITAL	Quality Report QualityCheck.org
HARTFORD HOSPITAL	Quality Report QualityCheck.org

HEALTH NEW ENGLAND
PROVIDER DIRECTORY INFORMATION, SOURCE AND FREQUENCY VALIDATED

HEALTH ALLIANCE HOSPITAL	Quality Report QualityCheck.org
HEALTH ALLIANCE HOSPITAL - CLINTON HOSPITAL	Quality Report QualityCheck.org
HENRY HEYWOOD MEMORIAL HOSPITAL	Quality Report QualityCheck.org
JOHNSON MEMORIAL HOSPITAL	Quality Report QualityCheck.org
LAHEY CLINIC HOSPITAL	Quality Report QualityCheck.org
MARLBOROUGH HOSPITAL	Quality Report QualityCheck.org
MERCY MEDICAL CENTER	Quality Report QualityCheck.org
MIDSTATE MEDICAL CENTER	Quality Report QualityCheck.org
SAINT FRANCIS HOSPITAL AND MEDICAL CENTER	Quality Report QualityCheck.org
SAINT MARYS HOSPITAL	Quality Report QualityCheck.org
SAINT VINCENT HOSPITAL	Quality Report QualityCheck.org
SOUTHWESTERN VERMONT MEDICAL CENTER	Quality Report QualityCheck.org
ST VINCENTS MEDICAL CENTER	Quality Report QualityCheck.org
THE CHARLOTTE HUNGERFORD HOSPITAL	Quality Report QualityCheck.org
THE HOSPITAL OF CENTRAL CONNECTICUT	Quality Report QualityCheck.org
UMASS MEMORIAL MEDICAL CENTER	Quality Report QualityCheck.org
WILLIAM W BACKUS HOSPITAL	Quality Report QualityCheck.org
WINDHAM COMMUNITY MEMORIAL HOSPITAL	Quality Report QualityCheck.org

Hospital Name	Hospital Specific Hospital Compare Data
ATHOL MEMORIAL HOSPITAL	Find Healthcare Providers: Compare Care Near You Medicare
BAYSTATE FRANKLIN MEDICAL CENTER	Find Healthcare Providers: Compare Care Near You Medicare
BAYSTATE MEDICAL CENTER	Find Healthcare Providers: Compare Care Near You Medicare
BAYSTATE NOBLE HOSPITAL	Find Healthcare Providers: Compare Care Near You Medicare
BAYSTATE WING HOSPITAL	Find Healthcare Providers: Compare Care Near You Medicare
BERKSHIRE MEDICAL CENTER	Find Healthcare Providers: Compare Care Near You Medicare

HEALTH NEW ENGLAND
PROVIDER DIRECTORY INFORMATION, SOURCE AND FREQUENCY VALIDATED

BRATTLEBORO MEMORIAL HOSPITAL	Find Healthcare Providers: Compare Care Near You Medicare
COOLEY DICKINSON HOSPITAL	Find Healthcare Providers: Compare Care Near You Medicare
FAIRVIEW HOSPITAL	Find Healthcare Providers: Compare Care Near You Medicare
UMASS MEMORIAL HEALTH – HARRINGTON HOSPITAL	Find Healthcare Providers: Compare Care Near You Medicare
HARTFORD HOSPITAL	Find Healthcare Providers: Compare Care Near You Medicare
HEALTH ALLIANCE HOSPITAL	Find Healthcare Providers: Compare Care Near You Medicare
HENRY HEYWOOD MEMORIAL HOSPITAL	Find Healthcare Providers: Compare Care Near You Medicare
HOLYOKE MEDICAL CENTER	Find Healthcare Providers: Compare Care Near You Medicare
JOHNSON MEMORIAL HOSPITAL	Find Healthcare Providers: Compare Care Near You Medicare
LAHEY CLINIC HOSPITAL	Find Healthcare Providers: Compare Care Near You Medicare
MARLBOROUGH HOSPITAL	Find Healthcare Providers: Compare Care Near You Medicare
MERCY MEDICAL CENTER	Find Healthcare Providers: Compare Care Near You Medicare
MIDSTATE MEDICAL CENTER	Find Healthcare Providers: Compare Care Near You Medicare
SAINT FRANCIS HOSPITAL AND MEDICAL CENTER	Find Healthcare Providers: Compare Care Near You Medicare
SAINT MARYS HOSPITAL	Find Healthcare Providers: Compare Care Near You Medicare
SAINT VINCENT HOSPITAL	Find Healthcare Providers: Compare Care Near You Medicare
SHRINERS HOSPITALS FOR CHILDREN	Find Healthcare Providers: Compare Care Near You Medicare
SOUTHWESTERN VERMONT MEDICAL CENTER	Find Healthcare Providers: Compare Care Near You Medicare
ST VINCENTS MEDICAL CENTER	Find Healthcare Providers: Compare Care Near You Medicare
THE CHARLOTTE HUNGERFORD HOSPITAL	Find Healthcare Providers: Compare Care Near You Medicare
THE HOSPITAL OF CENTRAL CONNECTICUT	Find Healthcare Providers: Compare Care Near You Medicare

HEALTH NEW ENGLAND
PROVIDER DIRECTORY INFORMATION, SOURCE AND FREQUENCY VALIDATED

UMASS MEMORIAL MEDICAL CENTER	Find Healthcare Providers: Compare Care Near You Medicare
WILLIAM W BACKUS HOSPITAL	Find Healthcare Providers: Compare Care Near You Medicare
WINDHAM COMMUNITY MEMORIAL HOSPITAL	Find Healthcare Providers: Compare Care Near You Medicare

Hospital Name	Hospital Specific The LeapFrog Group Data
BAYSTATE FRANKLIN MEDICAL CENTER	Baystate Franklin Medical Center Ratings Leapfrog Group
BAYSTATE MEDICAL CENTER	Baystate Medical Center Ratings Leapfrog Group
BAYSTATE NOBLE HOSPITAL	Baystate Noble Hospital Ratings Leapfrog Group
BAYSTATE WING HOSPITAL	Baystate Wing Hospital Ratings Leapfrog Group
BERKSHIRE MEDICAL CENTER	Berkshire Medical Center Ratings Leapfrog Group
BRATTLEBORO MEMORIAL HOSPITAL	Brattleboro Memorial Hospital Ratings Leapfrog Group
COOLEY DICKINSON HOSPITAL	Cooley Dickinson Hospital Ratings Leapfrog Group
FAIRVIEW HOSPITAL	Fairview Hospital Ratings Leapfrog Group
UMASS MEMORIAL HEALTH – HARRINGTON HOSPITAL	Harrington Memorial Hospital Ratings Leapfrog Group
HARTFORD HOSPITAL	Hartford Hospital Ratings Leapfrog Group
HEALTH ALLIANCE HOSPITAL	HealthAlliance-Clinton Hospital Leominster Campus Ratings Leapfrog Group
HEALTH ALLIANCE HOSPITAL - CLINTON HOSPITAL	HealthAlliance-Clinton Hospital Clinton Campus Ratings Leapfrog Group
HENRY HEYWOOD MEMORIAL HOSPITAL	Heywood Hospital Ratings Leapfrog Group
HOLYOKE MEDICAL CENTER	Holyoke Medical Center Ratings Leapfrog Group
JOHNSON MEMORIAL HOSPITAL	Johnson Memorial Hospital Ratings Leapfrog Group
LAHEY CLINIC HOSPITAL	Lahey Hospital and Medical Center Ratings Leapfrog Group

HEALTH NEW ENGLAND
PROVIDER DIRECTORY INFORMATION, SOURCE AND FREQUENCY VALIDATED

MARLBOROUGH HOSPITAL	Umass Memorial Health Marlborough Hospital Ratings Leapfrog Group
MERCY MEDICAL CENTER	Mercy Medical Center Ratings Leapfrog Group
MIDSTATE MEDICAL CENTER	MidState Medical Center Ratings Leapfrog Group
SAINT FRANCIS HOSPITAL AND MEDICAL CENTER	St. Francis Hospital Medical Center Ratings Leapfrog Group
SAINT MARYS HOSPITAL	Saint Mary's Hospital Ratings Leapfrog Group
SAINT VINCENT HOSPITAL	St Vincent Hospital Ratings Leapfrog Group
SOUTHWESTERN VERMONT MEDICAL CENTER	Southwestern Vermont Medical Center Ratings Leapfrog Group
ST VINCENTS MEDICAL CENTER	St. Vincent's Medical Center Holdings, Inc. DBA Ratings Leapfrog Group
THE CHARLOTTE HUNGERFORD HOSPITAL	Charlotte Hungerford Hospital Ratings Leapfrog Group
THE HOSPITAL OF CENTRAL CONNECTICUT	The Hospital of Central Connecticut Ratings Leapfrog Group
UMASS MEMORIAL MEDICAL CENTER	U Mass Memorial Medical Center - University Campus Ratings Leapfrog Group
WILLIAM W BACKUS HOSPITAL	The William W. Backus Hospital Ratings Leapfrog Group
WINDHAM COMMUNITY MEMORIAL HOSPITAL	Windham Community Memorial Hospital Ratings Leapfrog Group

HEALTH NEW ENGLAND
PROVIDER DIRECTORY INFORMATION, SOURCE AND FREQUENCY VALIDATED

URGENT CARE DATA

Facility Name

Definition: Self-explanatory.

Source: This information is self-reported and verified during the initial credentialing process and every three years on the provider's re-credentialing application, which is a signed document in which the provider confirms the information is accurate and complete. HNE also conducts outreach to the provider for data validation on a regular basis.

Frequency Validated: On initial credentialing and at least every three years at re-credentialing, as well as regular outreach.

Office Location

Definition: A list of practice locations (street, city, state) at which the provider will see members.

Source: This information is self-reported and verified during the initial credentialing process and every three years or more often on the provider's re-credentialing application, which is a signed document in which the provider confirms the information is accurate and complete. HNE also conducts outreach to the provider for data validation on a regular basis.

Frequency Validated: On initial credentialing and at least every three years at re-credentialing, as well as regular outreach.