

General FAQ: BetterDoctor®



What is BetterDoctor?

BetterDoctor is Quest Analytics' answer to providing an up-to-date, accurate directory of network providers. The goal is to improve the flow and quality of accurate provider data so members can quickly get the care they need when they need it.

BetterDoctor stays on top of new rules and regulations that providers are facing to ensure provider directory accuracy. A provider wants to spend their time providing the best patient care possible, not updating directory information or navigating compliance issues.

BetterDoctor helps providers maintain compliance through collecting attestation and passing that information to Wellmark Blue Cross and Blue Shield, reducing the amount of time providers spend validating directory information.

*BetterDoctor is an independent company that will help maintain an accurate directory of network providers on behalf of Wellmark.

Why is Wellmark choosing to have BetterDoctor facilitate the validation process?

In 2022, as a result of the Consolidated Appropriations Act (CAA), providers became responsible for maintaining and validating their information in our provider directory every 90 days. The CAA also requires Wellmark to remove a provider from the directory if their information is not validated every 90 days.

In order to remain compliant with the CAA regulations, Wellmark chose BetterDoctor to provide a more efficient, streamlined solution.

How will the attestation process work through BetterDoctor?

Providers will receive quarterly notices from BetterDoctor that will direct them to their online portal where they can attest that their directory information is correct. Once a provider's details are reviewed and verified, Wellmark's directory will be updated within two business days.

Will I still need to validate my information through E-cred Central?

If a provider is located in Iowa or South Dakota, they will need to verify information through BetterDoctor and will not need to do so via E-Cred Central. Providers located outside of Iowa and South Dakota will still need to validate through E-Cred Central.

Is there a cost to attest to my information?

There is no charge to validate your information using BetterDoctor's online tool. BetterDoctor services are contracted through Wellmark to update provider data.

Is BetterDoctor a marketing company?

No. BetterDoctor is not a marketing company, and the data validation attempts they make with providers on Wellmark's behalf are not marketing or sales attempts. The data you verify and update will be securely forwarded to Wellmark and will never be shared with anyone outside of the two entities.

Where can I learn more about BetterDoctor?

To learn more, check out the following resources:

- Wellmark's [provider video](#) and corresponding [slides](#) (inside the secure provider portal).
- The [“Credentialing and Network Participation” section of the Provider Guide](#) — Chapter 16: Directory Validation.



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