

# No Surprises? **Consider it done.**



## **No Surprises Act compliance. Sutherland does the complex for you.**

Has your company developed a plan to meet the No Surprises Act (NSA) compliance requirements that begin in 2022? **Sutherland** can help you get ahead of mandates and ensure you meet NSA compliance requirements.

### **The Sutherland Provider Outreach Solution**

In a single solution, our Provider Outreach helps you accomplish everything you need to be NSA compliant. Sutherland provides:

- Omni-channel provider outreach
- Demographic information verification
- Periodic information maintenance
- Communication & outreach practices

Our team of experts will help you meet NSA requirements without the need to hire or re-purpose existing staff. We'll help you streamline the process and even limit outreach so you get the information you need, all while reducing provider fatigue.

Don't let NSA take you by surprise. Connect with Sutherland today to manage your provider outreach and consider it done.



# Fatigue-reducing provider outreach? **Consider it done.**

## **Deliver the right kind of outreach at the right time. Sutherland does the complex for you.**

**Sutherland** can help your organization meet the No Surprises Act (NSA) compliance requirements and reduce provider contact fatigue.

Our **Provider Outreach Solution** streamlines processes to eliminate the risk associated with maintaining provider information and do away with unnecessary outreach to ensure adherence.

Omni-channel outreach helps you understand providers' preferred method of contact (email, fax, phone, or auto feeds) and how they interact with these communication methods. You quickly learn how to deliver the right message at the right time to increase participation and ensure your directory information is as up-to-date as possible.

What's more, we'll help you only send messages to providers who need to provide updated information. Fewer messages will reduce unnecessary communication, increasing the likelihood providers will pay attention and supply the information you need to remain NSA compliant.

Improve provider outreach, avoid NSA penalties, and create efficiencies in your provider directory management. Connect with Sutherland and consider it done.



# Need a team to meet No Surprise Act Requirements? **Consider it done.**

## **Trust our team to achieve compliance. Sutherland does the complex for you.**

Provider directory management has never been easy. With the No Surprises Act (NSA) looming, you might think you have to staff up to meet compliance requirements in order to avoid costly penalties. Let us help you manage this complex network with a seamless experience for you and your members and providers — without adding or re-purposing staff.

When you work with Sutherland to meet NSA requirements, we'll help you deliver a seamless experience for your staff, providers, and members. We are the recognized leader in Provider outreach and our team is well-versed in NSA requirements so we can help your team get ahead of needs before penalties from mandates go into effect.

Our shared-services model helps your organization work smarter, not harder. You can leverage our expertise to streamline processes, improve efficiencies, and ultimately lower your provider directory management costs over time. We'll even help you tailor outreach methods to fill in important gaps in provider information.

Let Sutherland be the team behind your team to manage provider outreach and directory management. When you work with us, you can consider it done.



# Want repeatable provider outreach outcomes? **Consider it done.**

## **Harness the power of our technology and analytics. Sutherland does the complex for you.**

**Sutherland's** analytics-driven outreach process helps you provide the best provider experience and improve response rates to help you meet No Surprises Act compliance requirements.

Our proprietary Provider Outreach Solution supports providers' preferred method of outreach, customizable workflows, and data triangulation for improved probability of provider contact and response. This platform-enabled shared services delivery model can help your organization realize significant cost reduction in your outreach processes.

Do you need to...

- manage large volumes of requests quickly and accurately?
- tailor output files to meet your organization's unique needs?
- deliver actionable insights with compliance-based reporting?
- integrate with CAQH & other data aggregators?

Consider it done with Sutherland. Connect with us today to optimize Provider Directory Management for your organization.