

Escalation of Data Accuracy Issues

There may be situations when a client or prospect is unable to find a particular doctor listed as in-network. This is likely a result of the lag that can occur between when a network changes and our data is refreshed. As we have historically seen insurance data change about ~1-2% month over month with some time periods (such as open enrollment) having greater fluctuation, we can expect there may be one-off situations where Ribbon may not have the most up to date insurance network data for a particular provider. In these situations, we recommend you refer to the “Ribbon Health Data Accuracy & Network Freshness” when speaking with clients about the expected fluctuation for insurance data.

In the event that a client or prospect has had difficulty locating 4 or more providers as in-network for a given insurance plan, we recommend that you email selfservicesupport@jellyvision.com to escalate this issue to our team. In the email to selfservicesupport@jellyvision.com please provide:

- The relevant Ribbon UUID
- Insurance payer and network name
- Jellyvision Client Name
- Example NPIs or clinician names where the client or prospect was unable to find in-network when available

After receiving this information, the Jellyvision team will investigate this issue and work towards a resolution with the Ribbon team.