AI Readiness Checklist:
Is Your Provider Data Prepared?

AI tools can only perform as well as the data behind them. For health plans and providers looking to use AI to improve care navigation, automate scheduling, or personalize recommendations, clean, connected provider data is essential. This checklist outlines the key data foundations required to support AI-powered tools that enhance access and experience.

Accuracy

- ○ Provider affiliations and network status are current and verified.
- ○ Location and contact information are regularly validated.
- ○ Scheduling availability is reliably updated and reflects operational realities.

Completeness

- ○ All active providers are represented across all relevant systems.
- ○ Profiles include enriched data (photos, bios, languages, availability, etc.).
- ○ Key metadata (specialties, location, etc.) is consistently populated.

Consistency

- ○ Data is standardized across internal systems (call center, directories, etc.)
- ○ External-facing data aligns with internal records.
- ○ There are no major discrepancies between systems that impact member experience.

Connectivity

- ○ Data is integrated across platforms (digital tools, directories, search tools, etc.).
- ○ Real-time or real near-time syncing is in place between core systems.
- ○ APIs or other mechanisms support dynamic data access for AI tools.

Governance

- ○ A designated owner or governance group oversees provider data quality.
- ○ There are documented policies for how data is updated, ranked, and enriched.
- ○ Data improvement is tied to broader business goals (digital transformation, AI strategy, etc.).

Unlock the full potential of your provider data. Download our complete guide, _Harnessing the Hidden Power of Provider Data_, to learn how leading payers and providers are preparing their provider data for AI and digital innovation, reducing care access barriers through cleaner data, meeting rising member expectations with enriched provider profiles, and collaborating across teams and organizations to improve data quality.

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