

User Spotlight: How to Navigate the DC Provider Directory

The CRISP DC Provider Directory is a free tool that allows users to view up-to-date provider data for over 6 million providers nationally, including 72,200+ DC providers, directly within the HIE.

Brittany is a Care Transitions Manager at Medical Home Development Group and is also one of the top behavioral health champions of the DC Provider Directory. She recently shared her experiences with this tool.

How often do you use the Provider Directory?

“I use the Provider Directory **as needed, primarily when assisting with referrals from primary care to specialty providers**. It's not something that I use daily, but it is an important tool. When a patient requires a follow-up with a specialist or support services outside of our office, it helps ensure that I'm directing patients to the correct provider with the most up-to-date contact information.”

What is your favorite feature of the Provider Directory?

“The ability to **search and obtain accurate, up-to-date provider information**. This has been challenging in the past, but the Directory offers reliable details that are updated often.”

What are some examples of how you use the Provider Directory?

“I use it to **verify addresses, phone, fax numbers for providers** when sending care coordination documents or facilitating warm handoffs. It also helps me to **identify organizations offering specialty care or support services** aligned with the patient's treatment plan.”

How does the Provider Directory improve your workflow and/or patient outcomes?

“The Directory provides **quick access to accurate provider info**, which is crucial when time sensitive referrals or care coordination steps are required.

It **eliminates delays** caused by manually tracking down contact details for patient outcomes. It **supports smoother transitions of care, reduces missed appointments, and ensures timely access to treatment**. Ultimately it strengthens continuity of care, **especially for high-risk patients**.

For example, there was a time where I was having trouble locating an in-network podiatrist for one of our DC Medicaid patients. I thought to try the CRISP DC Provider Directory. I searched for a podiatrist in the area using the Directory’s MCO provider affiliation feature, and I called the phone number to confirm that **the information found in the Directory was accurate and that the provider was indeed in-network**. That was extremely helpful because a lot of times you may do a quick internet search, and the information may not be accurate. Every time I go to the Provider Directory, I get everything I need for the referral, without any delay or pushback as far as the patient receiving care.”

[Click here](#) to watch how Brittany was able to find an in-network podiatrist.

If you have further questions or would like to schedule a training session, please contact the CRISP DC outreach team via email at dcoutreach@crispdc.org.