

Frequently Asked Questions: Provider Directory

1. What is the Provider Directory?

The CRISP DC Provider Directory (the Directory) serves as a trusted database of healthcare providers and organizations by aggregating data from more than 650 sources into a single searchable resource. Sources include hospitals, managed care organizations (MCOs), healthcare agencies, and national provider data sources. This helps reduce reliance on outdated provider lists and manual data maintenance activities. The Directory houses providers' credentials, specialties, electronic addresses, contact information, and their affiliated organizations to help healthcare professionals quickly identify providers across the District (and nationwide) to support patient care coordination, referrals, and transitions of care.

2. How can the Provider Directory support patient care?

The Provider Directory can be used to:

- Identify members of a patient's care team
- Locate specialists and community resources
- Support referrals
- Assist with case management
- Follow up on patient care
- Develop care plans
- Find providers near a patient's preferred location
- Identify providers participating in specific MCO programs

3. Where can I access the Provider Directory?

The Provider Directory can be accessed through:

- The CRISP DC Portal at portal.crispdc.org
- The CRISP DC InContext application within participating EHR workflows

4. What types of provider data are available in the Directory?

Users can search for:

- Physicians and practitioners (both clinical and behavioral health) by name or credentials
- Healthcare organizations and facilities
- Specialty and practice focus
- Direct secure messaging addresses
- Contact information
- Organization affiliations
- MCO affiliations
- Languages spoken
- Provider identifiers, including NPI

NOTE: Organization records may also include affiliated providers, services offered, administrative contacts, and location information. If a field isn't available for a provider, the Directory will simply show what it has.

5. Can I send secure messages to providers through the Provider Directory?

No. The Provider Directory does not currently provide secure messaging capabilities. The Directory is designed to help users identify providers and access contact, affiliation, specialty, and location information. Users should use existing organizational communication tools or other approved secure messaging platforms to communicate with providers.

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6. How can I search for a provider?

Users can search using information such as:

- Provider name
- ZIP code
- Organization name
- NPI
- Specialty
- Location

Advanced search options also allow users to filter results by language, MCO affiliation, and other criteria. Recent enhancements to the Advanced Search filters include:

- MCOs Accepting New Patients Indicator to help identify providers reported as accepting new members or enrollees for a selected MCO.
- Language Filters to find providers and organizations that support a patient's preferred language

7. Can I print or export provider information from the Directory?

The Provider Directory does not currently offer a print-ready export or reporting feature. However, users may:

- Highlight and copy provider information into a Word document for printing or sharing with a patient
- Print the webpage directly from their browser
- Print a screenshot of the relevant provider or organization information

These options may be useful when providing referral information or contact details to patients and caregivers.

8. How can I request a correction to provider or organization information?

If you identify incorrect or outdated information, you can use the Suggest an Edit feature within the Provider Directory. Suggested changes are routed through a verification process before updates are made to the Directory. If implemented, you will be notified your suggestion was validated and updated in the Directory.

Please see item #4 of the [Provider Directory User Guide](#) for visual instructions.

9. Are training resources available for the Provider Directory?

Yes. CRISP DC offers:

- [Quarterly Webinars](#)
- [Provider Directory User Guide](#)
- Individual and organizational training sessions upon request. Contact Project Manager Corrine Jimenez at corrine.jimenez@crispdc.org to schedule a session.

Additional questions? Contact the DC Outreach team via email at dcoutreach@crispdc.org or visit the [Provider Directory landing page](#) for additional information, training resources, and support.