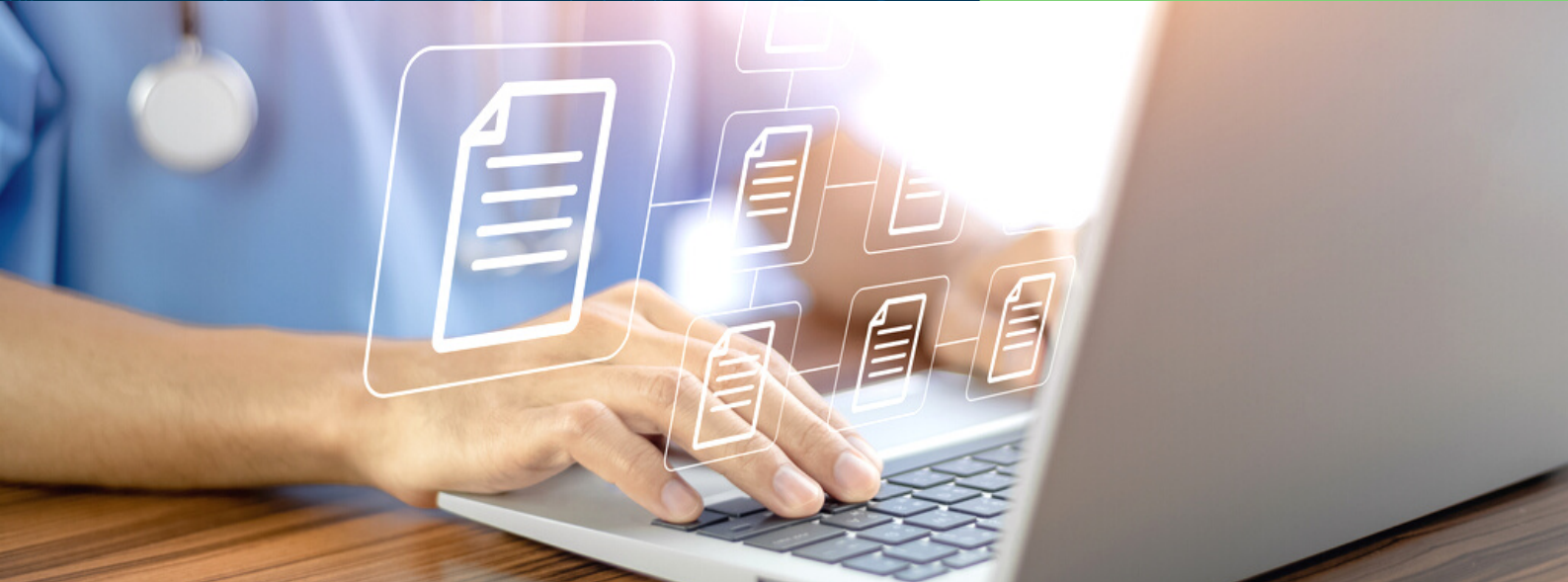# Connie

PROVIDER DIRECTORY SERVICE OVERVIEW

CONNECTICUT'S HEALTH INFORMATION EXCHANGE

WHAT IS THE PROVIDER DIRECTORY?

The Provider Directory provides a searchable database of listings comprised of multiple public and private data sources accessible through your Connie Dashboard.

In addition to making it easier for staff to quickly find and contact providers, Connie's Provider Directory establishes a consolidated source for provider information, resulting in a more comprehensive and accurate provider directory.

FEATURES

- **Improves the experience of healthcare providers** relying on directories to select and view other providers.
- **Supports timely and efficient updates** for provider information, including provider name, address, phone number, area of specialty, organization affiliation, and more.

FEATURES CON'T...

- **Searchable key fields**, including name, NPI, organization, specialty, or provider type.
- Ability to narrow the search to a geographic location using Distance Search.
- Misspellings or partial entries will still yield a list of possible providers.
- Detailed views of the provider's consolidated information.

FAQs

What is the purpose of the Provider Directory?

The Provider Directory enables users to conduct an informational search of CT healthcare providers, allowing users to view practice locations, phone numbers, emails, specialties, hospital affiliations, and other relevant information to assist in patient care.

The Provider Directory may also be used for:

- Referrals
- Admissions and discharge updates and sharing return test results
- Medical record requests

Who do I contact if I find data inaccuracies regarding my provider data within the Connie Provider Directory?

Our Provider Directory data is a composite of sources sending us the information for display only; a correction requires you to contact the source directly. If you happen to find any data inaccuracies, email convergent@leaporbit.com with your full name, NPI number, and what information needs to be corrected. Connie will help identify the originating data source and provide their contact information for you to report inaccuracies.

USER STORIES

"As an emergency department clinician, I often need to contact a patient's primary care provider. Looking up provider profile information in the Provider Directory helps me confirm that we're coordinating with the right provider and can contact their office."

"As an office manager for a busy practice, I need to maintain a list of expiration dates for the CT and DEA licenses of our providers. Instead of manually getting this information, I can easily check the Provider Directory in the Connie Portal for updates when I don't see it on file."

"As a Care Coordinator, I often use the Provider Directory to refer patients to a specialist. I can quickly confirm if the provider accepts Medicare, then use the distance search feature to find a provider closer to the patient's home."