




How SimplePay Ranks Providers



SimplePay ranks providers into three tiers

-  **Tier 1 Provider:** Meets or exceeds the standards for a broad collection of normal quality and cost efficiency healthcare metrics. These providers provide members consistent, high-quality care at each treatment.
-  **Tier 2 Provider:** Providers generally meet or exceed all of the normal quality metrics but oftentimes cost more than their peers due to high rates or excess treatments. While these providers are high quality, member out-of-pockets are slightly higher to represent the higher associated cost of care.
-  **Tier 3 Provider:** Providers have a performance metric associated with quality or cost efficiency that is significantly below their peers in the marketplace. While the provider may be capable of providing high quality care, the risk of a poor quality or cost outcome is much higher than many other providers in the market.

Provider tiering is based on the following criteria:

- 1 Quality** – Providers that have the best-in-class training, certifications and care outcomes.
- 2 Relationship** – Providers that are associated with top quality facilities.
- 3 Experience** – Providers that deliver a positive patient experience.
- 4 Efficiency** – Providers that deliver the best appropriate amount of care at an efficient price.