

CASE STUDY

How Sidecar Health Scaled Their Members' Ability to Shop for Care Nationwide with Provider Data

KEY RESULTS

- Candor's national provider data gave Sidecar Health **a higher quality foundation** for provider listings in its app, including **96.4% phone number accuracy**.
- Coverage included **up-to-date, accurate data on nearly all practitioners and facilities** in the US.
- Powered by Candor's provider data, Sidecar Health members can see and confirm **guaranteed costs for 85% of all care right in the app, across all 50 states**.

Empowering Members Through Reliable Data

Sidecar Health is an ACA-compliant major medical health plan that eliminates common barriers to care like network restrictions, referrals, and prior authorizations. Members can choose any doctor, specialist, or therapist they want, and see guaranteed costs alongside quality ratings for doctor and specialist visits before they go for nearly every provider in America. That transparency lets Sidecar Health members shop for care like they shop for everything else in life.

Delivering this level of flexibility in provider choice requires accurate, up-to-date provider data. Sidecar Health partnered with Candor to build that foundation, bringing verified information on nearly every doctor, specialist, and facility in the country directly into the member experience.

DATA QUALITY



~140,000 inactive or retired providers removed from search results, eliminating outdated NPPES records



96.4% phone number accuracy rate achieved across provider records (per Candor's March 2026 random sample)



Candor verifies records using purpose-built agents that look across hundreds of thousands of sources for near real-time provider locations to reduce errors and outdated information.



"To provide the member experience we envisioned, we needed a stronger data foundation," said Kai Saito, Head of Provider Strategy & Engagement. **"Candor gave us the accuracy and scale to make that possible."**

THE CHALLENGE

Inaccurate Data Limited the Member Experience

Sidecar Health's network-free model depends on accurate provider data to guide member decisions. When members can choose any doctor, specialist, or facility in the country, the data behind that experience has to be accurate, complete, and current at national scale.

Meeting that bar meant going beyond what any single public data source could offer. Sidecar Health needed a partner who could deliver verified, continuously updated provider information across all 50 states, integrate directly into the member app, and keep pace with a fast-growing health plan.

Before partnering with Candor, Sidecar Health relied on NPPES data. This posed several issues:

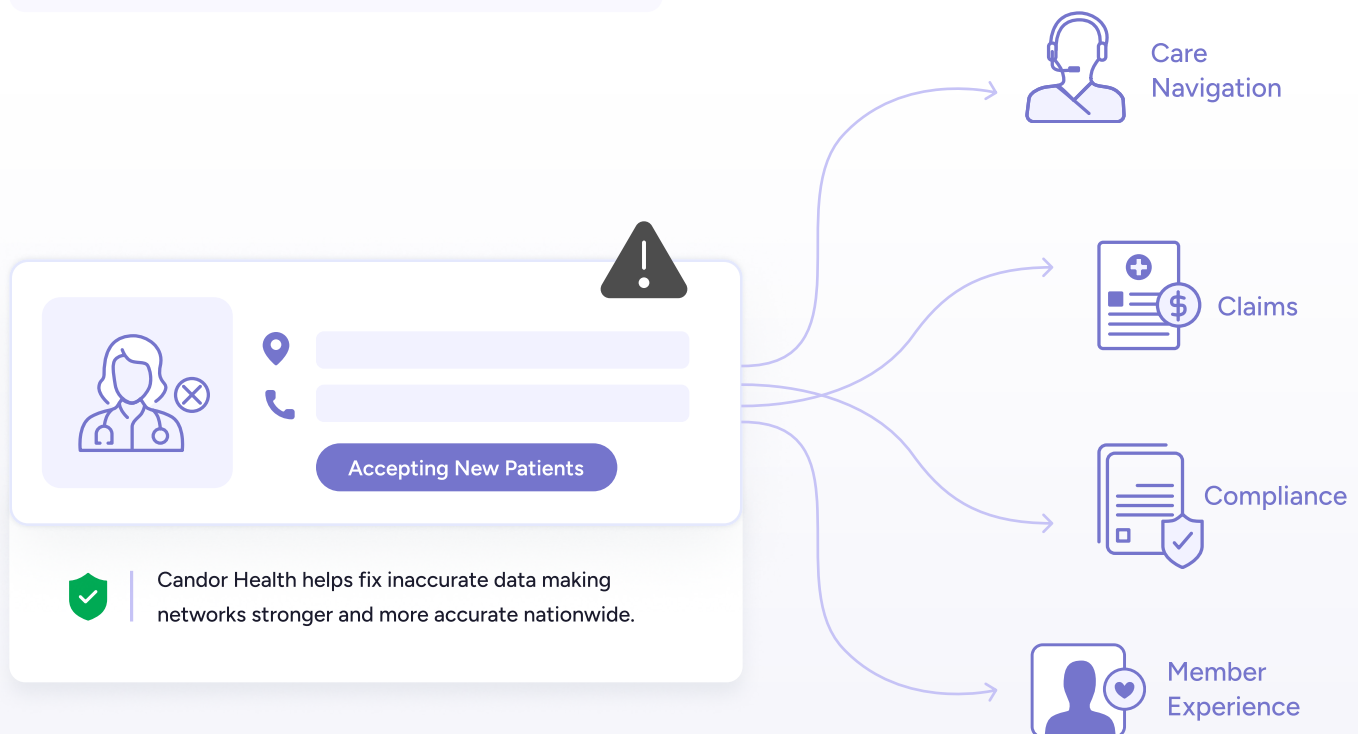
- Data from NPPES often contained incorrect provider locations, phone numbers, and affiliations
- Search results would sometimes surface outdated or inactive providers

Relying primarily on NPPES wasn't scalable for a fast-growing health plan. Sidecar Health needed a national data partner who could deliver verified, structured, and continuously updated provider information that could integrate directly into its platform.

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THE SOLUTION

Reliable Provider Data at Scale

Sidecar Health partnered with Candor for its proven accuracy, validation capabilities, and collaborative approach. Candor's AI-native platform uses purpose-built AI agents to continuously validate and enrich provider data, republishing daily.

Key factors in the partnership included:

- Comprehensive Dataset**
Candor provides verified, nationwide provider data so members can find the right doctor, at the right location, with accurate contact information.
- Structured Affiliations**
Members can find individual doctors or facilities and view affiliated providers when applicable.
- Flexible Collaboration**
Candor's team adapted to Sidecar Health's unique model and fast-paced startup environment.

With Candor's provider data integrated into the platform, Sidecar Health members have access to accurate provider information across the country.



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THE IMPACT

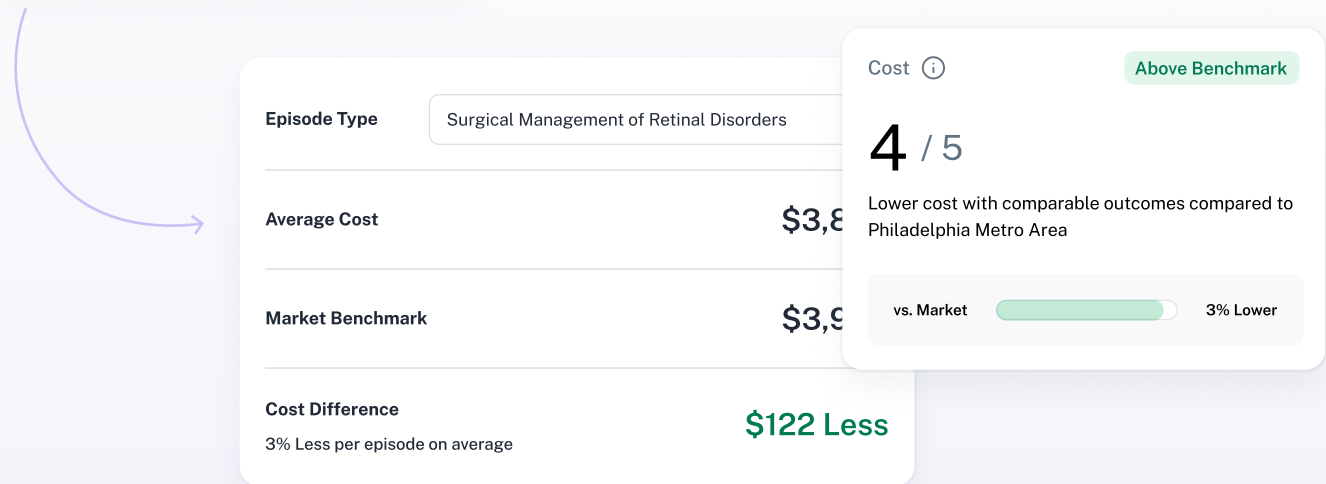
A Foundation for a New Member Experience

Since integrating Candor's data, Sidecar Health has seen significant improvements in data quality:

- Improved Search Precision**
Members can find providers by practice location, producing more relevant search results.
- Higher Location Accuracy**
Candor verifies records using purpose-built agents that look across hundreds of thousands of sources for near real-time provider locations to reduce errors and outdated information.
- Nationwide Product Foundation**
Expanding to Candor's national provider dataset directly enabled Sidecar Health to reimagine how its members shop for care in the app.

Powered by Candor's provider data, Sidecar Health members can see and confirm **guaranteed costs for 85% of all care right in the app, across all 50 states.**

Accurate provider data ensures that Sidecar Health's pricing and quality insights are correctly associated with the right physicians and facilities, so members see the right cost and quality information tied to the right providers when they search.



THE ADVANTAGE

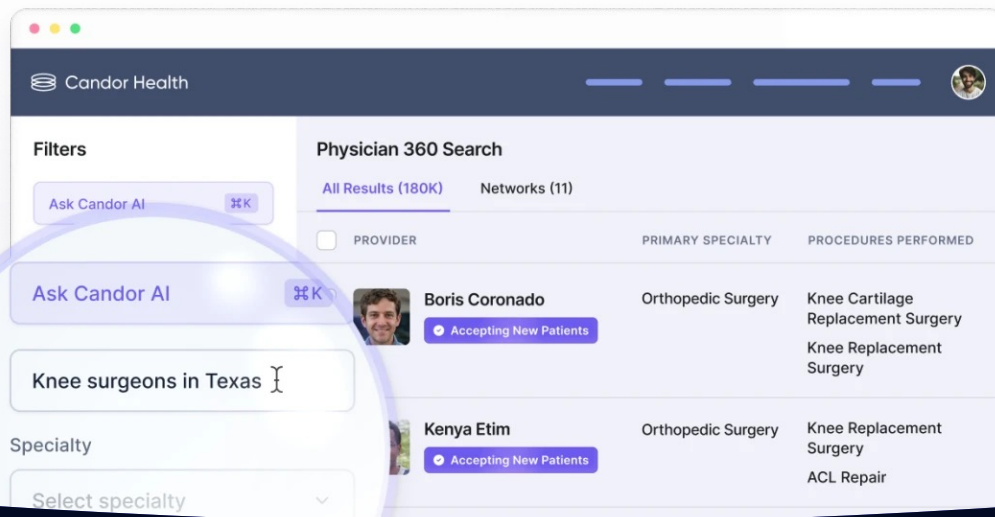
Continuous Improvement Through Collaboration

Sidecar Health is building a shoppable care experience: a consumer-first marketplace where members can compare providers and get guaranteed costs for doctor and specialist visits. Nationwide provider data through Candor supports this experience at scale so that members across the country see accurate provider information as they shop.

Sidecar Health and Candor are collaborating to automate the incorporation of member feedback into the data validation process. This iterative loop further refines provider data accuracy and ensures ongoing alignment with member needs.



As Sidecar Health continues to grow, Candor's enriched provider attributes help ensure members have accurate, up-to-date provider information across the app. For Sidecar Health, Candor delivers more than clean data. It delivers a reliable, continuously validated provider data layer that scales with Sidecar's growth.



Better Decisions. Better Care.
Better Experience.

Discover how Candor can help transform your data quality fostering better care, utilization and smarter growth.

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