

Outsourced Managed Care Provider Services: Credentialing & Contracting

Challenges

- Organizations have poor relationships with third-party payers, medical staff offices and government entities
- Rejected requests or delayed resolution of credentialing and privileging issues
- Untimely credentialing impacts cash flow and potential loss of revenue
- Physician dissatisfaction
- Patient dissatisfaction if provider is not in network
- High denials and high number of write-offs

Solutions

We offer a comprehensive outsourced managed care department focused on credentialing and contracting.

Once the provider is approved, we develop weekly reports detailing the status of all providers and maintain a database of all credentialing information for all active providers, including but not limited to:

- Hospital Privileges
- CMEs
- Case Logs
- Medical Malpractice

We continue our thorough support by providing notification of expiring licensure and complete all re-credentialing and re-appointment applications and work with the organization's credentialing staff specialists to coordinate all activities.

Tools

- Credentialing policies and management reports
- Quality control initiatives
- Cloud-based credentialing software
 - Coordinate credentialing information, automate functions expertise, manage workflows and deadlines, and facilitate repetitive processes
 - Streamlined reporting solutions produce an instant snapshot of credentialing & privileging initiatives
 - Council for Affordable Quality Healthcare (CAQH) maintenance and updates

BENEFITS

- Facilitates efficiencies in the data collection function resulting in rapid provider enrollment
- Avoidance of revenue losses and strengthened cash flow stream
- Ensuring compliance with payers and mitigating risk
- Lower staffing costs associated with the credentialing and contracting functions
- Deliver consistent, scalable, high-quality services that include management metrics
- Better service to physicians; avoids duplicate requests for information and proactively eliminates deadline crisis
- Reduced credentialing-related billing problems
- Standardized methods that allow for a streamlined process
- Direct relationships with payers; key to resolving credentialing issues immediately
- Fewer out-of-network write-offs and claim denials



Visit www.HealthDirections.com for more information.

info@HealthDirections.com • 312.396.5400 Chicago • 512.795.5500 Austin