

# Customer Success Stories

## LAYING THE LANDSCAPE

We are honored to work with one of [the largest long-term care systems](#) in the nation with roughly [50,000](#) providers and [30,000+](#) vendors.

This customer strives to go [above-and-beyond](#) as an organization and has built a strong compliance program that refuses to [settle for status quo](#). From the beginning they recognized the value of maintaining exclusion monitoring and had built an internal, manual process into the core of their compliance program.

However, However, as state regulations and requirements continued to increase, they found that their internal monitoring system simply could not keep up.

They turned to ProviderTrust in 2012 as the solution to [help them solidify both their exclusion monitoring efforts](#) and [state regulatory related requirements](#) in a single, [easy-to-use](#) exclusion monitoring software.

# THE CHALLENGE

As a leading long-term care organization in the spotlight, our customer faces the challenge of continuing to exceed expectations and staying ahead of ever-changing government policies.

The compliance and HR teams understood early on the value and philosophy around [maintaining an effective exclusion monitoring process](#). The organization and its management understood the [risk of missing exclusions](#), along with the ever-present threat of audits and fines for non-compliance.

The Director of HR quotes,



“ We have done the OIG since 2001, an easy process, [but when you add in all the state specifics it gets cumbersome](#).

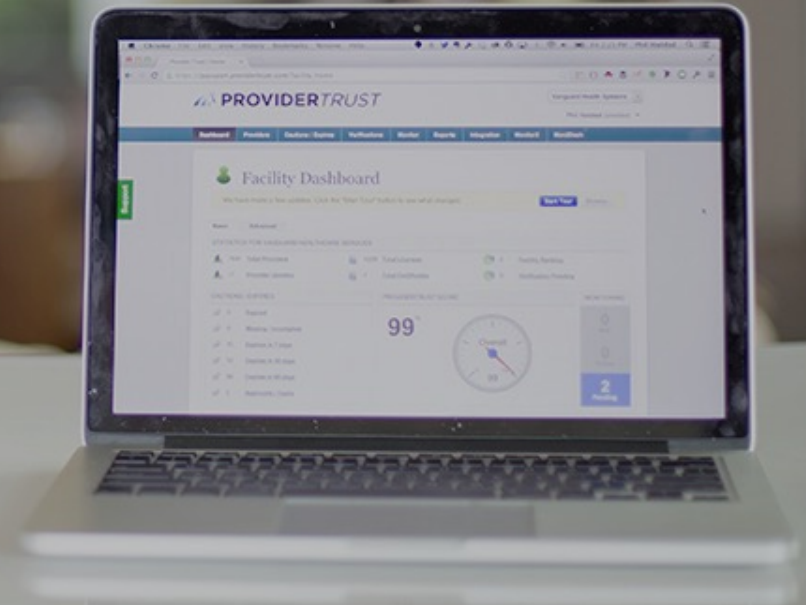
We were looking to take that out by partnering with a company that had developed [best practices](#) and [concentrated in that area](#). ”

## SELECTING A VENDOR

With the pressure of an internally placed deadline coupled with state audits, our customer needed to evaluate and select an exclusion monitoring vendor relatively quickly.

To start the process, their team used the following criteria to qualify potential vendors:

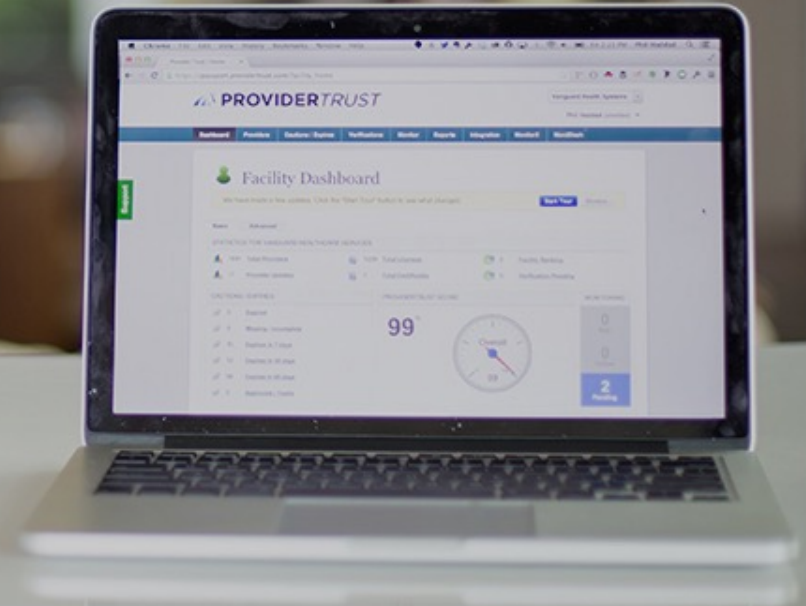
# COMPLIANCE



First and foremost, the chosen vendor needs to [meet and exceed basic compliance requirements](#), and, specifically, help maintain an effective system around monitoring exclusions and meeting stringent state requirements.

It's one thing to have basic exclusion searches, but [meeting state requirements while doing business across state lines](#) adds another level of complication.

# PRICING

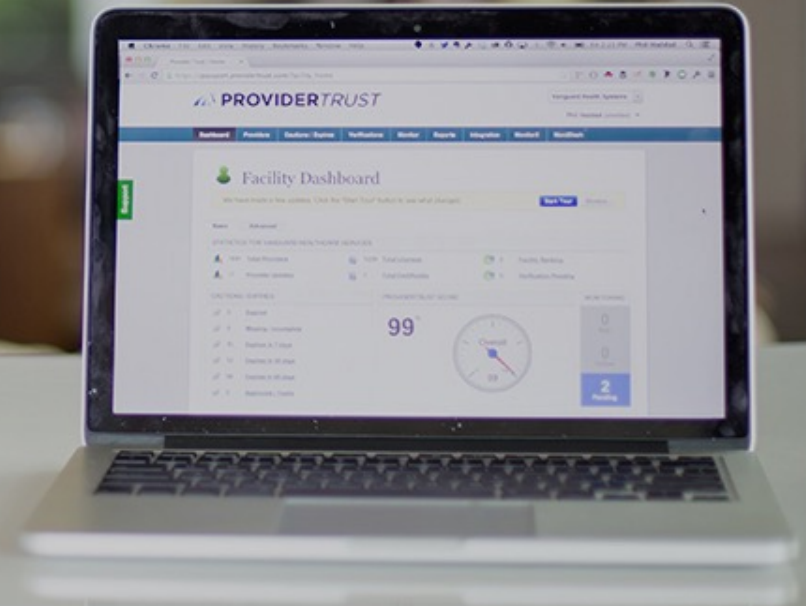


With reimbursement rates and tight HR and compliance budgets, pricing is more important than ever. The chosen vendor needed to have a solid understanding of the [balance](#) between maintaining the value of their product and offering [options that fit each customer's unique needs](#).

The customer's HR Director shared, "The fact that [ProviderTrust was willing to work with us on pricing and software options](#) made a huge difference in selecting them as our vendor. They listened to our budget restrictions and understood our need and desire while never compromising [completeness, accuracy, and quality](#)."



# NETWORK APPROVAL



This customer was also seeking a vendor with experience above and beyond exclusion monitoring. To ensure the highest quality of service, their vendor needed to have experience operating in the long-term care landscape.

Our customer's HR Director explained this more in depth to us, emphasizing the importance of having long term care experience:

“ [Long Term Care is our biggest piece](#). Healthcare is always important but there are so many variances within Long Term Care. We like to check with consortium members to say, 'Hey, what do you use and is it working for you?' [This way we know our selected vendor has network approval and experience in such a diverse industry.](#) ”

The image shows a laptop screen displaying the ProviderTrust Facility Dashboard. The dashboard has a blue header with the ProviderTrust logo and navigation links. The main content area is titled 'Facility Dashboard' and includes a green status indicator with the number '99'. Below this, there are several sections: 'Summary' with links to 'Total Processes', 'Total Customers', 'Facility Status', and 'Facility Details'; 'Operational Summary' with a 'Control' gauge and a '2 Alerts' notification; and a list of 'Facility Details' with columns for 'Facility Name', 'Status', and 'Last Update'.

We aren't the status quo, **we like to go above and beyond**, whether it's with our safety programs, quality control, compliance, etc., **we don't like to be just the bare minimum**. The fact that ProviderTrust had options that fit our needs showed us that **we were partnering with a company that doesn't settle for the status quo either.**”



A pair of glasses with brown frames and a black smartphone are resting on a light-colored surface, possibly a desk or table. The background is a blurred wooden surface.

## THE RESULTS

Since selecting ProviderTrust, [our customer has been more than pleased](#) with the software we have provided, and also with our [attentiveness and quality of service](#).

With offers from other vendors on a continual basis, our customer made it a point to remark that they have no plans to alter their exclusion monitoring service with ProviderTrust. This is not only because of the [premium service](#) they receive, but ultimately because [we've built a lasting relationship that goes beyond our product](#).

And for us here at ProviderTrust, that's why we work passionately – to build [real, lasting](#) relationships with the people and companies we feel lucky enough to call our customer.

>> To find out more, visit [providertrust.com](https://providertrust.com) or call [615.938.7878](tel:615.938.7878)