



Customer Success Stories

SUMMIT HEALTHCARE

Summit Healthcare, with over 1,200 employees and providers, has been building their compliance program over the last 5 years.

Heading up their efforts, Christine Conner knew it was her job to keep employees engaged and interested in compliance – something she calls “keeping them out of stripes.”

THE PROBLEM

While growing their compliance program from ground up, Summit Healthcare recognized the need for exclusion monitoring and sanction screening; however, the trending recommendation at the time was quarterly monitoring.

Conner knew that quarterly monitoring wasn't going to cut it. In her eyes, the liability that came with monitoring at that frequency exposed the organization to unnecessary risk.

To address this issue, Summit implemented a manual monthly exclusion monitoring process. With this process came the struggle to keep up with ever-changing regulations including the introduction of state Medicaid lists (at the time 25, now totaling 35).

It was then that they realized it was time to look for an outside source for help.

Conner sat through evaluations with 3 other vendors, including one of which they stopped halfway through because, "They just didn't know their stuff." After such an unpleasant experience, Conner was thrilled to cross paths with ProviderTrust.

Summit Healthcare chose ProviderTrust in 2013 as a solution to help them solidify their exclusion monitoring process in a single, easy-to-use automated platform and to provide transparency throughout the organization.

“ The ProviderTrust sales team not only knew the regulations, but also **made the presentation** fun and **engaging**. ”

- Christine Conner, Summit Healthcare



SOLUTION

For Conner the decision came easy. Because of the friendly and educational atmosphere she shared with the ProviderTrust business development team, Conner was able to sell ProviderTrust to internal team with ease.

Summit Healthcare chose ProviderTrust's Basic software with the Nationwide Exclusion package because it includes features that are critical for the success of their compliance strategy. The features most important to Summit include nightly screenings against all the available exclusion databases, federal and state. The nightly searches give Conner peace of mind, knowing that ProviderTrust works to uncover a new record as soon as it is published.

Some of the key factors in Summit Healthcare's purchasing decision included:

PERSONALITY

Through a burst of laughter, Conner shared, "We fell in love with ProviderTrust. We like that down-to-earth kind of stuff. You can't be a boring compliance officer - then people just fear you."

When asked what guided her to choose us, among other compliments, she stated, "You know your stuff, you're passionate, have a track record, and most importantly, have the experience."

WORKED WITH PRICE

Summit Healthcare's budget was relatively tight. ProviderTrust took the time to understand Summit Healthcare's needs so that both sides could feel the relationship was a win-win situation. Simply put, Conner said, "ProviderTrust was able to work with us, where we could afford it. It was a slam dunk!"

USER-FRIENDLY/SMOOTH ONBOARDING

Conner couldn't help but notice the attention to detail, gentle reminders, and helpful advice that the ProviderTrust Client Success team offered Summit Healthcare. She commented that she was accustomed to a different experience with other implementation processes, and typically it was not a smooth one. However, with ProviderTrust, Summit Healthcare had a successful onboarding "with zero hiccups."

“ They simply [connected with my team](#) on a [personal level](#). ”

RESULTS

Conner credits ProviderTrust for taking Summit Healthcare's compliance program to the next level sharing that,

After our first exclusion monitoring run with ProviderTrust, *we were shocked by our results*. Although we had used other vendors in the past to check our exclusions, *ProviderTrust discovered that our head doctor, who had been working with us for several years, had the social security number of a dead person!* Come to find out he had been giving us the wrong social, and all of those years, no other vendor identified this issue.

After experiencing the power of ProviderTrust through their first run, Summit Healthcare saw that ProviderTrust opened new doors of opportunity when it came to building a risk-free compliance program.

Since then, Conner has been a huge advocate for ProviderTrust, sharing her story with new employees and friends in her professional network.

For her, the value ProviderTrust offered her exclusion monitoring program was a game-changer and has ultimately helped Summit Healthcare reach new heights of effective, efficient compliance.