



**BlueCross BlueShield
of Vermont**

An Independent Licensee of the Blue Cross and Blue Shield Association.

An Enterprising Approach **Industry Leading Automation with** **CAQH Datasource**

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Blue Cross and Blue Shield of Vermont

CAQH
Administrative Simplification Conference
UCD Best Practices - September 25, 2008

- Vermont State Legislative Mandates
 - CAQH – Universal Credentialing Datasource Passed 2006 * Live 2007
 - On-line Directory with Data Transparency Passed 2007 * Live 2008
 - Pricing
 - Quality

- CAQH Assisting Hospitals with Adoption

2008 CAQH Press Releases

CAQH-HOSPITAL ASSOCIATION PACT ENABLES VERMONT HOSPITALS TO FURTHER SIMPLIFY PROVIDER CREDENTIALING

VAHHS Approach Serves as Model for Other States

Washington, DC (July 1, 2008) – CAQH, a nonprofit alliance of health plans and trade associations, and the Vermont Association of Hospitals and Health Systems (VAHHS) announced today a first-in-the-nation agreement that offers member hospitals a lower price to participate

- Data Sharing Model in Vermont
 - 5 Delegates - majority CAQH members – 75%
 - CAQH - internal - 25%
 - CVO - internal PSV - 25%
 - Claims System

Background

- Compliant with Vermont Legislative Mandates
- On-Line Provider Directory
 - NCQA Compliant - CAQH only electronic source for key NCQA elements
 - Consumer Transparency
 - Reporting Quality Measures On-line
 - Enhanced Quality Management and Provider Performance Evaluations
- Data Quality and Integrity
- Improved Provider and Consumer Experience and Cycle Times



Expected Gains

BCBSVT

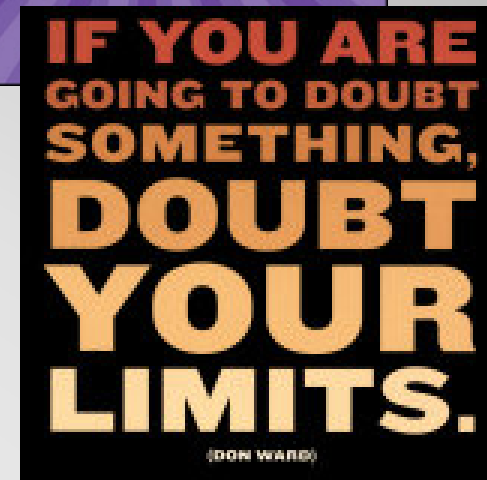
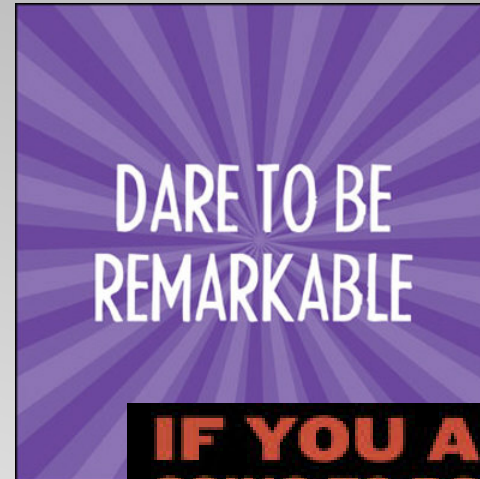
Staff – 2 members
Vistar Team

ELIMINATE DATA ENTRY

Purchased VIPsystem - January 2008

VIPsystem Go Live - June 2008
multiple data sources, new functions and workflow

VIP Provider Directory - December 2008
Multiple data sources with quality and pricing
(SOA - Service Oriented Architecture)



Industry Leaders

Industry Leading Process Improvement

- Workflow to Eliminate Data Entry
- Automated Electronic Intake
- Multiple Enrollment Opportunities (CAQH)
- Established First Interface with Claims System
- New Data Delivery for 7 External Sources
- New Provider Performance Evaluation and Quality Measures
- Data Conversion – multiple sources
- Established Policy and Procedure for New On-line Directory

Industry Leader



Vistar Imaging Profiler System

Enterprise Provider Data Repository and Management Solution



Solicit, Recruit, Credential, Contract,
and Track Performance with ONE
END TO END Provider Management
solution

Where It All Comes Together

The Tool



V I S T A R
T E C H N O L O G I E S
Servicing the healthcare industry for over ten years

Vistar Imaging Profiler System

Central Provider Data Repository and Management Solution

Provider Credentialing Data

- Demographics
- Quality Data
- Alerts and Interfaces - NPDB *OIG-
*ABMS*FSMB
- Survey
- Quality and Performance Data

Contract Management and Tracking

- Fee Schedules
- Special Negotiated Terms
- Contract Language Library
- Document Generation and Storage
- History Performance

Provider Relations Management

- Recruiting
- Contact Management –incoming/outgoing
- Provider Satisfaction and Issue Resolution
- Appointment Scheduling

Central Document Repository

- Document Templates
- Document Generation
- Correspondence History Document
- Images (Internal and external sources)

Enterprise Repository



Recruiting &
Contracting



Quality Assurance



Provider Services



Legal and Compliance

- Single source for data, images, documents (generation & history)
- Data standardization and accuracy
- Enterprise business rules and information- common process
- Repository for pre-contracted and contracted records
- All contract relationships in one records
- Provider reporting from one source (Contracts-Credentialing-Quality)
- Eliminate the need for multiple systems
- Reduce manual error correction

The Tool

Reduce Need for Data Entry

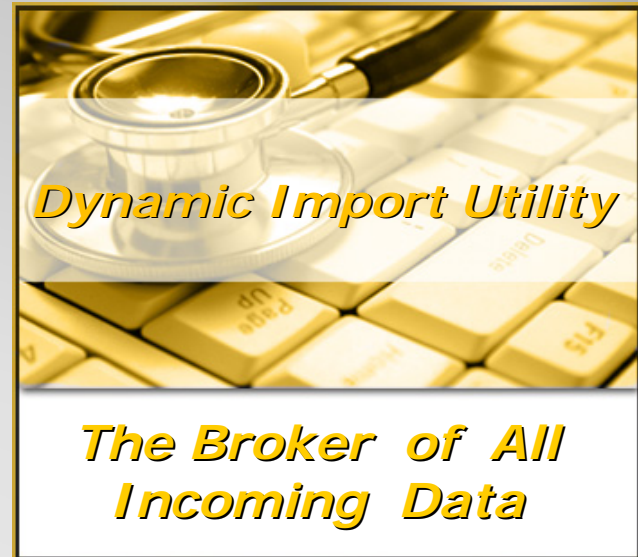
- Import Data Frequently and Easily
- Unlimited Data Sources
- Automate Delegated and CAQH Rosters

Data Integrity

- Set Up Each Data Source Profile Once
- Dynamically Handles Changing Data
- Easy Management of Changing Requirements

Short Cycle Times

- Focus on the PSV/Contracts – Not Keystrokes
- Credentialing and Contracting Data Collection
Cumbersome and Costly
- Provider Satisfaction
- Reduce Cost for Claims Processing



The Tool

Many Data Sources – One System

Supports CAQH Roster Process

- Use Regular System Queries to Create Roster (i.e. Recredentialing Query)

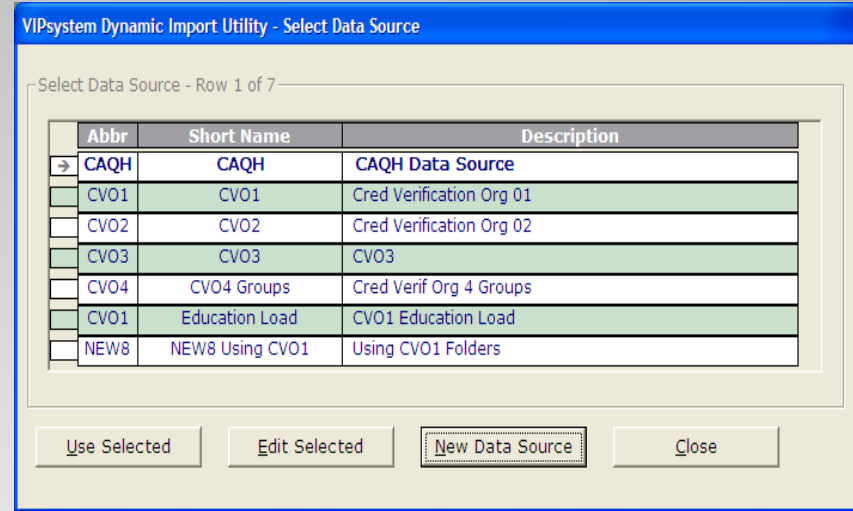


The Tool

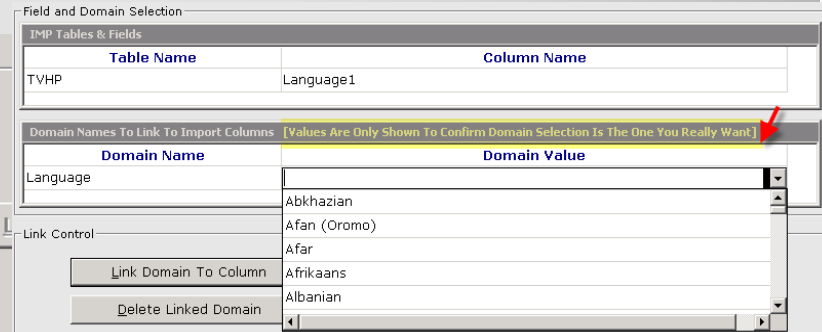
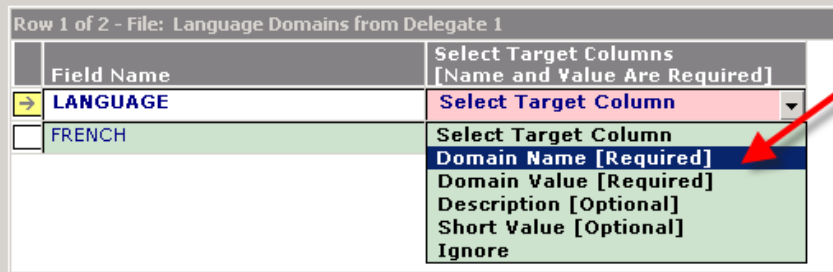
Dynamic Import Utility

Multiple Data Sources – Maintain Data Integrity

- Choose the data source
- Run scheduled loads
- Defined sophisticated rules, and mapping for each data source selected or scheduled



3. Map Field Names to Target Columns for Selected File



Dynamic Import Utility

Imaging - Supporting Documents & PDF Handling

Each Image can be Loaded Separately

DIU loads Images
Images can be stored either as
individual documents or
all CAQH documents as
a single set of documents

Viewing DIU Loaded PDF from VIPsystem

The screenshot displays the Dynamic Import Utility (DIU) interface. On the left, a patient record for KATHY M. ABBOTT is shown with various fields for personal, education, and medical information. The 'Scanned Images List' on the right shows a list of images with columns for #, Type, Date, and Image Comment. A yellow arrow points from the 'View PDF' button in the Adobe Reader window to the 'View PDF' button in the DIU interface. The Adobe Reader window shows a PDF document with a 'View PDF' button circled in red. The DIU interface also has a 'View PDF' button circled in red. The text 'The Tool' is overlaid in large blue letters at the bottom left.

The Tool

Dynamic Import Utility

PSV and Reviewing Imported Data

Review Imported Data

Audit Log Entries and Reports

Action Report to Review Critical Changes

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3-08-07 1:59 PM

Vistar Dynamic Import Utility Reports
Batch Load Action Item(s) List
Folder: D:\sysh\CAQH\Downloads\vistarcaqh_20050924
Batch ID: 132687

Lookup Key	Table Name	Action Item(s)	Import Value	Add Date /
15177	PracticeInformation	Case Translation Performed. Final Value: 1910 e market st	1910 E MARKET ST	Nov-13-06
	ProviderOtherQuestions	Elec Query Key Field: Query Date - Not Found for Line Id 1327990. 11/13/2006 used instead.	CURRENT MALPRACTICE DOES NOT APPLY	Nov-13-06
		Elec Query Key Field: Delegated Entity - Not Found for Line Id 1327990. UNKNOWN used instead.	CURRENT MALPRACTICE DOES NOT APPLY	Nov-13-06
	ProviderSpecialty	Board Key Field: Qualification - Not Found for Line Id 132767B. NA used instead.	AMERICAN BOARD OF INTERNAL MEDICINE	Nov-13-06
15178	PracticeInformation	Case Translation Performed. Final Value: tallmadge	TALLMADGE	Nov-13-06
		Case Translation Performed. Final Value: suite c	SUITE C	Nov-13-06
		Case Translation Performed. Final Value: primary practice	PRIMARY PRACTICE	Nov-13-06

Close

The Tool

Unleash the Power of CAQH – UCD

Completely Automate
Intake Process

Fast and Easy
to Manage
Mapping

Records Load in
Seconds

MAPPING - Maintain Field Mapping Cross Reference

Mapped Fields - 1 of 121 - Sorted By IMP Table and Column

IMP Table	IMP Column	VIP Table	VIP Column
ProviderDEA	DEANumber	license_detail	license_no
ProviderDEA	DEANumber	master_cred	dea_license
ProviderDEA	ExpirationDate	license_detail	expires
ProviderDEA	ExpirationDate	master_cred	dea_date
ProviderDEA	IssueDate	license_detail	issued
ProviderDEA	State	license_detail	state
ProviderDegree	Degree_DegreeAbbreviation	master_cred	degree_type
ProviderEducation	Address	address	address1
ProviderEducation	Address2	address	address2
ProviderEducation	AffiliatedUniversityName	education_tab	institution
ProviderEducation	City	address	city
ProviderEducation	Degree_DegreeAbbreviation	education_tab	degree
ProviderEducation	EndDate	education_tab	end_date

Field Selection

IMP Tables & Fields

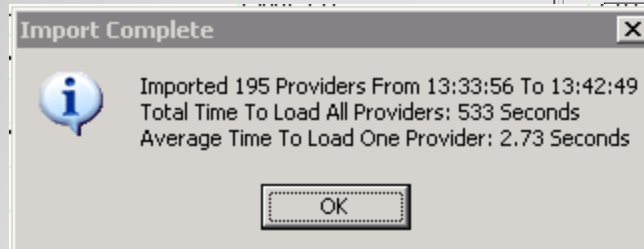
Table Name	Column Name
ProviderDEA	DEANumber

Vistar Tables & Fields

Table Name	Column Name
license_detail	license_no

Mapping Control

fields Processing Rules [0]... Delete Mapped Field Sort By VIP Table and Column



Fast and Easy Automation