CAQH XML Processing

Improving Credentialing Efficiencies by Efficiently Processing XML Data
Our Ultimate Goal is to Continuously:

• Increase the volume of applications processed by FTE (biggest impact on cost reduction)

• Decrease our turn-around times
Molina Healthcare, Inc. - Credentialing Department
Turn-Around Time for Processing of all Credentialing Applications
Calculated from date of receipt to date returned to plan
CA, FL, MO, NM, NV, OH, TX, UT & WA
Molina Healthcare, Inc. - Credentialing Department

# of Applications Received Per Month
CA, FL, MO, NM, OH, TX, UT/NV, WA, VA

Total # of applications received 2-month average 12-month Average
Molina Healthcare, Inc. - Credentialing Department
Average Turn-Around Time - From application received to sent back to plan
CA, FL, MO, NM, OH, TX, UT/NV, WA

# of Days

Average TAT

Goal
Molina Healthcare, Inc. - Credentialing Department

% change in production ratio (# of applications processed per month per FTE) for Credentialing Specialists employed in position more than 12-months

% increase in production ratio
CAQH Related Efficiency Improvements

1. CAQH Data
   a) CAQH – Universal Provider Directory (UPD) comprising 65% of our network.
   b) Eliminates most manual data entry which will save an estimated $270,654 in 2010 and a total of $4,234,128 through the end of 2015.
   c) Increases production, decreases turn-around time.
   d) Stabilizes work effort - improves scalability.
   e) Processes higher volumes of applications quickly – New Business / Marketing.
XML and the Many to One Problem

• Many Data Suppliers = Many Data Formats.
• The effort required to process the same data in multiple formats is a severe dilution of effort.
• XML is basically just Data ... XML is a relatively easy way to describe complex data.
• Internal vs. external Data Standards.
## End to End Time Study

<table>
<thead>
<tr>
<th>Manual PDF Processing</th>
<th>Automated Using XML</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Locating Provider Data</td>
<td>• Locating Provider Data</td>
</tr>
<tr>
<td>1 – 2 minutes</td>
<td>seconds</td>
</tr>
<tr>
<td>• Obtaining Provider Data</td>
<td>• Obtaining Provider Data</td>
</tr>
<tr>
<td>45 sec. &gt; 2 minutes</td>
<td>&lt; 1 minute per provider</td>
</tr>
<tr>
<td>• Processing provider Data</td>
<td>• Processing Provider Data</td>
</tr>
<tr>
<td>3 – 7 minutes</td>
<td>&lt; 2 minutes</td>
</tr>
</tbody>
</table>
Effect on Work Flows

- No fundamental changes -- only redistributes some of the work.
- Increased productivity.
1. Incorporate appropriate technology.
2. Minimize custom coding required by leveraging existing technologies.
3. Embrace change.
4. Staged introductions of useful components in critical areas.
5. Ongoing training.
6. End user acceptance and buy in.

• XML
  - Process XML data as required for data entry or other processing.
  - XML mapping technologies.
• Adobe Acrobat plug-in technology
  - plug-in to convert XML PDF data to a desired output format ... (TIFF, etc.)
  - plug-in to create a filled out PDF form from XML data (XFA Form).
Enabling Technologies

• XML schema.
• Visual Studio can easily generate code using XML schema.
• Adobe Acrobat XFA forms.
• Adobe Acrobat plug-ins.
• XML mapping technology.
Error Processing

- Automating error processing.
- Batch processing vs. one-off processing.
- Common errors can be handled as a bulk process such as specialty mappings, institution name mappings, missing required information, questionable or erroneous information.
XML Works By:

• Setting a useful data standard. This results in:
  – Freeing up credentialing specialists for the more essential credentialing functions.
  – Allowing Batch Error Processing.
  – Helps to solve the many to one dilution problem.
  – Automates much of the programming.
  – Freeing up more time by skilled professionals for the mission critical functions.