

Getting it Together: Improving Workflow with CAQH



Challenge

Automating an ID and status look-up process

"It's hard to believe the advantages of having it all there in one place."

—Kim Watson
Manager, Credentialing, Central Region
WellPoint, Inc.

Summary

Integrating the Universal Credentialing Datasource® (UCD) into a health plans' credentialing processes can save hours and resources, improving ROI. WellPoint was seeking a way to streamline the way its staff used the UCD. However, its development of a utility to manage CAQH Provider IDs and statuses ended up leading to further benefit. WellPoint was able to cut staff hours by at least 10 percent, realize faster recredentialing and give better provider service. Eliminating redundancies also helps on the provider end, improving satisfaction and turnaround times.

Best Practice Solution

Create a mini-interface that automatically pulls in the UCD ID and application status information and crosswalks it with legacy IDs

Automatic checks streamline status monitoring

- ▶ Interface indicates when the provider application changes status to Initial Application Complete, Reattestation or Expired Attestation
- ▶ Single ID number matches up multiple legacy databases containing different pieces of provider information
- ▶ CAQH return roster uploads weekly into an Oracle table, where CAQH Provider IDs are matched to legacy IDs and records are updated

Fewer requests mean more provider satisfaction

- ▶ To encourage faster recredentialing, providers get a WellPoint-generated notice including their CAQH ID number, instructions for logging on and a list of FAQs. The interface makes adding the CAQH ID to the letters easy—and providers don't have to call the health plan or the CAQH Help Desk to get it
- ▶ WellPoint staff are better equipped to field inquiries about application status

Results

- ▶ As much as 80 percent of monthly re-credentialing applications completed through CAQH
- ▶ Five- to 10-day faster turnaround for application processing
- ▶ Ten to 15 percent reduction in average processing time

Key Takeaways

- ▶ IT can build a mini-interface to automatically pull in most-often-used data from the UCD and create process efficiencies
- ▶ Interface can also address other pain points in the process, such as provider dissatisfaction
- ▶ Small changes eventually add up to large savings