

Integrating CAQH with an Internally Developed Managed Care System



Challenge

Achieving operational efficiencies and eliminating a dual-entry claims and credentialing system

“We’re a very lean shop. CAQH helps with the data load, and we’ve taken the whole data-entry function out of credentialing.”

— Thomas Lauzon
Vice President and Chief Information Officer
Health Plan of Michigan

Summary

Transformation or integration of legacy systems with the Universal Credentialing Datasource® (UCD) can result in considerable streamlining of credentialing processes. Health Plan of Michigan found that modifying its internal systems to work more closely with the CAQH system will help make its credentialing process more efficient and seamless.

Best Practice Solution

Modify an existing custom online database, HPM’s Managed Care System, to directly load in UCD data.

Scalable system can pull deeper value from CAQH capabilities in future

- ▶ Fields and functions were created in the Managed Care System exclusively for purpose of interfacing with the UCD
- ▶ Managed Care System fields are current manually populated, with next step being automation
- ▶ In the Managed Care System the return roster and the roster exception data files are loaded automatically, and can be viewed from the provider screen
- ▶ HPM’s pilot work with CAQH SanctionsTrack™ service resulted in creating a link to the provider’s record and a staff alert prompting follow up

Results

- ▶ HPM can maintain its lean, two-FTE credentialing staff as it grows its network
- ▶ UCD’s clean and accurate provider data can help enable a claim turnaround of two to three days – a plus for providers

Key Takeaways

- ▶ When provider satisfaction is a priority, CAQH data can play a role in ensuring it
- ▶ Legacy systems transformed with UCD capabilities in mind can work more effectively