



Challenge

Measure the cost impact of accessing provider data through UCD vs. legacy credentialing and re-credentialing processes in a way that makes advantages clear to senior management.

Best Practice Solution

Develop a predictive model that calculates and compares hard costs of using UCD and legacy systems and presents metrics that clearly outline UCD advantages.

- ▶ The model provides a consistent assessment of cost impact of using UCD.
- ▶ Answers the question: What's in it for me? What will I save?
- ▶ The model measures impact of credentialing and re-credentialing, both separately and combined. A series of questions prompts entering values specific to organizations.
- ▶ Time period covered is variable.
- ▶ Embedded formulas calculate costs and provide a snapshot of impact.

Making Value Visible: The UCD Metrics Model

“We all know the need for metrics is growing. We always have to justify our administrative costs.”

— Barbara Riihimaki,
Chair, UCD Metrics Task Group
and AVP Credentialing, CIGNA

Summary

Does the value of using UCD to collect provider data outweigh its cost? That's the question asked by senior management at healthcare organizations and the one the CAQH Metrics Task Group set out to empower credentialing departments to answer. The group, drawn from credentialing departments of several large and mid-size organizations, developed an easy-to-implement model credentialing departments can use to compare hard costs.

The model needed to reflect the reality of current credentialing, including both initial credentialing and re-credentialing processes and systems that use a combination of UCD and legacy processes. To provide additional value, the task group also detailed ways organizations can interpret model results and ideas on the best strategies for using them to justify costs.

The task group plans to collect feedback from those using the model to refine future versions. It is also working on metrics for UCD's effect on turnaround time for processing credentialing and re-credentialing applications, provider satisfaction, savings gained through staffing, costs related to data quality, sanctions monitoring costs, provider directory quality and provider communications.

Results

- ▶ The UCD Metrics Task Group Savings Model Template was made available to conference participants and is available on the Data Access System.
- ▶ The template can be used to develop new metrics as feedback from organizations reveals needs it doesn't address.

Key Takeaways

- ▶ When using the model, be sure to read the notes to correctly input data.
- ▶ Get department familiar with model so they can gather data for its use.
- ▶ Users may need to go to different departments, mailroom, etc., to collect data.
- ▶ Have a strategy in place before taking results to senior management.
- ▶ Presenting a combination of data revealing UCD advantages, including improved turnaround time and provider satisfaction, makes the strongest argument to management, because hard cost savings results alone may not justify UCD use.