



Roster Accuracy, Paperless Efficiency: CareFirst BlueCross BlueShield and Portico Systems

“If you don’t keep your roster up to date, you’re throwing money down the drain.”

— Chris Brehm,
CareFirst BlueCross BlueShield

Challenge

Ensuring provider roster integrity while eliminating manual data entry errors and distributing accurate data to critical systems including claims processing.

Best Practice Solution

Use a software solution that automates the roster maintenance and processing of UCD extracts, to eliminate the need for manual downloads onto paper and manual additions and deletions to CareFirst’s UCD roster. The solution requirements included being able to easily accept initial applications as well as the ability to intelligently assimilate ongoing updates as part of re-attestations.

Portico Systems’ CAQH Integrator product includes the UCD Roster Maintenance Service and UCD Extract File processing.

- ▶ Automates roster submissions and processes return roster and exception report.
- ▶ Use of FTP for rosters may change as data needs change.
- ▶ Includes an extract service designed to allow information to come into the system automatically with or without reviews.
- ▶ Allows for field level review and approval to control the receipt of relevant data.

Summary

CareFirst BlueCross BlueShield uses UCD data in systems throughout the organization, so maintaining an accurate roster is critical to ensuring data integrity. The organization had long used UCD for provider credentialing but wanted to automate the integration of UCD to improve provider service, reduce data errors, improve productivity, and to improve the timeliness of updates. Partnering with Portico Systems, Portico created software to integrate and reconcile data pulled from UCD.

CareFirst also tasked Portico with eliminating inefficiencies related to manual entry and paper use. Some data, for example, was being entered manually even though it already existed in the database. The first phase of the solution, implemented in 2006, helped realize significant savings in credentialing. Since approximately half of CareFirst providers use UCD, the health plan anticipates that savings will continue to increase as more of its providers use CAQH tools.

Results

- ▶ Reduced average cycle time for all new application and re-credentialing activities by one day.
- ▶ Reduced average cycle time for providers with current CAQH data by two days.
- ▶ Reduced staffing levels by two FTEs (approximately \$100k annually).
- ▶ Reduced overtime and temporary expenses during peak periods.

Key Takeaways

- ▶ Design a solution which can be used for initial applications, re-credentialing and updates.
- ▶ Determine which UCD data elements are required and how the data maps to existing data elements.
- ▶ Allow for flexibility in mapping UCD data elements and common values to internal systems.
- ▶ Create business rules to identify the impact of accepting data into existing systems.
- ▶ Allow for users to review UCD data side-by-side with existing data for accurate reconciliation where necessary.
- ▶ Use workflow to resolve conditions that require provider verification.
- ▶ Design effective distribution capabilities to share UCD data with other internal systems to maximize usefulness of UCD data.