



Independence  
Blue Cross

## Challenge

Implement a paperless practitioner re-credentialing process using the data and documents available on the UCD, as applicable.

## Best Practice Solution

*If attaching the entire replica application to a provider's record in a credentialing system is desired, select or enhance the system to allow PDF documents to be attached to each provider's credentialing record.*

- ▶ Allow for daily downloads of UCD extract files.
- ▶ Extract and match files by choice of ID numbers.
- ▶ Attach attestation, updated audits and replica application.
- ▶ Keep all documentation, including explanations, in one place.

## Streamlining Re-credentialing: Independence Blue Cross and Cactus

**“Any additional documents, such as checklists or explanations, are scanned and attached next to the replica application, so we can see all the documents in the file, without paper.”**

— Lisa Crowe,  
Independence Blue Cross Project Leader,  
Quality Management Production Support

## Summary

Independence Blue Cross (IBX) decided to use UCD for its provider re-credentialing. With the large volume of practitioners IBX re-credentials monthly, the organization determined electronic receipt of UCD data and documents would best meet their needs. In order to facilitate that process, IBX employed a feature available in its existing credentialing system, Visual CACTUS, a CACTUS Software product. IBX also worked with Cactus Software to develop a custom program to attach the UCD data and documents. The custom program retrieves the Standard Extract files available on CAQH's FTP site daily, matches each provider in the extract to a provider in the credentialing system, attaches the replica application from the Standard Extract to that provider information and inserts the attestation date and application-received date into the credentialing system.

## Results

- ▶ IBX's re-credentialing process is now entirely paperless for providers that use UCD.
- ▶ IBX saved \$8,000 in postage and 9,200 pieces of paper in the first six weeks after going live.
- ▶ IBX was able to process 2,000 providers due for re-credentialing in those six weeks.
- ▶ Estimated efficiencies include:
  - \$16 reduction per CAQH UCD provider.
  - 25 percent reduction in termination for noncompliance annually.
  - Approximately \$96,000 in postage and printing costs annually.

## Key Takeaways

- ▶ Each file should be assigned an “owner”—a staff member responsible for working the file.
- ▶ Computer screens that allow side-by-side viewing of Cactus and replica applications are helpful.
- ▶ Next steps should include development of a CAQH Data Warehouse and further integration of CAQH data.