



Bringing UCD Data Into an Image-Based Credentialing System: Medical Mutual of Ohio and Vistar Technologies

“There was a potential efficiency we recognized and wanted to take advantage of.”

— Kenneth Payne,
Manager of Administrative Credentialing,
Medical Mutual of Ohio

Challenge

Maximize opportunities to streamline processing of initial and renewal applications and reduce data entry. Eliminate redundant printing and imaging of UCD applications in order to incorporate UCD data.

Best Practice Solution

Employ the Vistar DUI to down-load and index CAQH data to the existing VIPsystem—MMO’s image-based credentialing system.

- ▶ The system manages the entire UCD process from the MMO’s roster process, bringing the data in, auto loading the images in and indexing the data and images to the appropriate images to provider records.
- ▶ Rules for field mapping are based on MMO individual business needs and the core credentialing system—those using the system have control of what data will be matched and integrated.
- ▶ It supports PDFs, TIFFs and JPGs, so UCD and other data can be loaded in easily with manual entry or manipulation. Data and images are auto-loaded and viewable.
- ▶ A query function pulls records from the VIPsystem image-based system as needed to be included in the UCD Roster. The process is completely automated and sets no limitations on which records or how many can be pulled.
- ▶ Exception reporting and audit logs are built into the utility to monitor this fully automated circular interface.

Summary

Medical Mutual of Ohio (MMO) wanted to use UCD data to improve accuracy and efficiency, but had to spend hours transferring that information into its image-based credentialing system. Credentialing personnel were forced to print out, re-image and re-enter CAQH provider applications to allow the organization’s system to incorporate the UCD data. Medical Mutual saw that the Vistar Dynamic Import Utility (DIU) interface was capable of taking in data from multiple and changing sources. Using the DIU, Medical Mutual can now import UCD images and data into its system and update existing providers as needed. The data auto loads and updates based on pre-set rules and mapping. DIU can also be used for processing data from other outside sources.

Results

MMO expects to gain:

- ▶ 10% reduction in cycle time.
- ▶ Improved data integrity.
- ▶ Automated delegated roster management.

Key Takeaways

- ▶ A fully automated interface for UCD will immediately eliminate redundancy and reduce manual processing.
- ▶ Interfaces for UCD should include auto-loading of images and data.
- ▶ Import utilities must be Dynamic—allowing for automatic handling of data that may change. When data elements or business processes change, the interface must provide a simple, user-friendly tool to adapt to the changing need or data.
- ▶ UCD was designed to streamline the credentialing process for providers. A collaborative effort with the vendor allows MMO to maximize today’s technologies and data resources, which is vital to remaining competitive.