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6 Things Your Delegated Groups Want You to Know

1 Their goal is to provide you with the best possible data.

Provider groups are doing their best to provide you with accurate data. They want you to trust the data they share and minimize unnecessary checks and follow up phone calls as much as possible.

2 The current process is extremely overwhelming and labor intensive for them too.

Groups express frustration that they are not always able to provide the level of data quality that you request because the current data sharing process overwhelms their resources and promotes errors.

3 They want one standard roster format.

Currently, groups must send a roster and a change report to each health plan, each in a different format. The average group is maintaining at least 15 different reports. In addition, each plan requests slightly different information or defines data fields differently and some responses are not simple or obvious. A standardized roster would decrease the administrative burden on groups *(and plans)* and reduce opportunities for human error, allowing groups to provide better quality data.

4 They want one standard schedule.

Groups are not only updating and maintaining multiple different roster formats, but also must send each of these rosters to plans at different intervals. Groups struggle to keep track of which rosters were updated when and with which data. A standard schedule would enable them to make a change to a provider's data only once, ensuring that you do not miss important updates.

5 They want integration with their provider data management systems.

Many groups have invested time and money in setting up provider data management systems. Ideally, they would like to pull data directly from these systems to send it directly to you. Doing so would dramatically speed up the process and help minimize human error. However, under the current process of multiple roster formats and cadences, automation is difficult to achieve.

6 They want insight into what happens with the data they send.

Groups devote significant time and resources to sharing provider data, and they want confirmation that you are actually using it. Groups would like you to communicate when you have received the data and want to see changes reflected in directories in a timely manner.

> " Having to maintain multiple rosters in different roster formats is a lot of work for us, and then I feel like the data we send just goes into a big black hole. There is a huge opportunity to improve this process."
>
> —Credentialing manager, large provider group

To learn more about how the new Groups Module in ProView can streamline the delegated credentialing process for provider groups and health plans, visit www.caqhproviewforgroups.org.