

Standardization cuts time spent preparing rosters in half at Ballad Health

Executive Summary

Ballad Health sought a more accurate, streamlined way to submit roster updates to the 30 health plans with which it maintains delegation relationships.

The Challenge

Ballad Health, a 21-hospital system with 800 physicians, maintains delegation arrangements with 30 health plans. Each plan required Ballad's contracting and support services team to create and upload its roster in a different format on a different schedule. The team's data analyst spent at least four hours every week submitting rosters and following up with each plan to make sure they were received.

The Solution

A CAQH analyst helped Ballad's team set up an automated process to pull data from their internal PDM system. Ballad's data analyst uploads this data weekly into CAQH Credentialing for Groups, which runs quality checks on the data and allows Ballad to submit rosters to eight of its plans using a single standardized format that includes every data element the plans require. Each roster gets a date stamp when a plan accesses it, so Ballad's team can rest assured that roster changes were received.



CAQH Credentialing for Groups streamlines provider profile management and enables one delegated roster for all participating health plans. Provider groups can generate delegated rosters, confirm directory data and even push location information to individual provider profiles. Available to provider groups at no charge.

The Results

With the implementation of Credentialing for Groups, the health system is well on its way to streamlining the roster submission process. Staff are making better use of their limited time and rosters are uploaded correctly, faster.

By submitting rosters to 6 of the 30 health plans with which it has delegation arrangements via Credentialing for Groups, Ballad Health has cut the time needed to process rosters in half while increasing data quality. The team spends less time preparing and sending rosters, correcting errors, and following up on roster submissions, freeing time for other projects.

The team at Ballad Health expects to decrease the administrative costs associated with submitting rosters even further as they work toward their goal of getting the other 24 plans they work with to accept rosters via the same process.

The Credentialing for Groups process is easy and standardizes everything for everyone across the board.

—Susan Whitfield, Database Analyst

Hours per week spent submitting rosters



Before
Credentialing
for Groups



After
Credentialing
for Groups

