

Blue Cross and Blue Shield of Alabama: Proven Tactics for Improving Your Provider Credentialing Process

Executive Summary

Blue Cross and Blue Shield of Alabama (BCBSAL) is the largest healthcare Plan in the state, with more than three million members. Prior to 2010, the organization performed the entire credentialing and re-credentialing process manually: the application, data verification and on-going sanctions monitoring. They now use the CAQH Credentialing, Primary Source Verification and Sanctions Monitoring solutions, to automate and streamline healthcare provider credentialing. The results have been a much more timely, accurate and cost-effective process for the Plan.

The Challenge

With an increased demand in attestation and re-attestation, BCBSAL explored opportunities to simplify their credentialing process, through:

- Reducing the amount of outreach conducted by its staff to obtain missing information and clarify illegible responses.
- Automating the querying of registry databases during the re-attestation process.
- Conducting continuous monitoring and reporting of provider sanctions.
- Assuring that they were meeting NCQA credentialing guidelines.

The Results

CAQH assisted BCBSAL in better aligning their internal resources while streamlining key processes that would help them reach their goals. After implementing The Credentialing Suite of Solutions:



Significantly reduced provider outreach.



Decreased sanctions research and reporting to less than one-half day.



Improved primary source verification (PSV) data quality.



Achieved regulatory compliance.



Reduced the time-to-decision process by 60 days through automation.



About The Credentialing Suite

Combines the data aggregation primary source verification and continuous infractions monitoring to bring you a complete solution that simplifies the credentialing process, reduce costs, and improve data quality, all under one umbrella.

The Solution

Reduced Use of Manual Applications

The BCBSAL enrollment website uses the Solution as its backend processor. Providers are directed to complete and/or update their profile online with all needed data, including scanned documentation. Daily, BCBSAL receives electronic provider files, and the data automatically flows into their provider data management system (PDMS), eliminating most of the paperwork, evening out the workflow and improving the timeliness of the processes.



Centralized
Data Collection



Automation



Improved
Staff Resourcing

Automated, Standardized Data Verification

The PDMS exports a roster of providers requiring re-credentialing into the Credentialing Suite. Once completed, the Solution returns the provider files to the PDMS, each with a classification denoting the validity and/or irregularity of the findings. A checklist report is also imported into the PDMS, along with supporting documentation, populating the provider records with each item in the report.



NCQA
Certified CVO



Automation



Categorization

Timely Monitoring of Provider Sanctions

BCBSAL network providers are now monitored continuously. The Solution automatically queries more than 500 sources regularly, including state licensing boards, OPM, OIG and other federal sources, and flags all sanctioned providers on the Plan roster.



Continuously
Monitored



Timely Reporting
of Infractions



Consistent
Documentation

“ The data quality is very good, the processes are automated, and we’ve been able to reduce staff time. We now depend on CAQH Solutions to help our Plan bring efficiencies to the provider credentialing and re-credentialing processes.” –BCBSAL