

# Health Net Improves Operational Efficiency and Avoids Additional Headcount

## Executive Summary

Costly data acquisition fees, human data entry errors, manual processes, incomplete files and provider aware all contributing to a lengthy and costly primary source verification process. Health Net began exploring opportunities to improve their credentialing and primary source verification process.

The credentialing department was considering the services of other credentials verification organizations (CVO) to manage the increased file volume. However, Health Net had concerns around their timeliness, data integrity, lack of responsiveness and unknown costs, and as a result the department decided to go in a different direction.

The health plan's existing experience with other CAQH provider data solutions had been a positive one. They decided to work with the CAQH Primary Source Verification team to address their need to handle the larger file volume while increasing quality and speed.

## The Challenge

As a result of its acquisition by Centene, Health Net needed to adopt new credentialing policies; this included an increase in the types of healthcare providers requiring credentialing. The scope of the Health Net provider network increased in size by 27 percent and the expected turnaround time for onboarding providers was reduced. Given the volume and the size of their current staff, these goals weren't achievable without additional assistance or resources.

## The Results

After implementing CAQH Primary Source Verification the credentialing team increased its file volume by 33 percent and improved overall quality by 5 percent. Without utilizing the resources of to meet the new demand, Health Net estimated it would need to hire between six and eight associates to manage the volume internally.



Improved operational efficiencies.



Improved PSV completion times through automating manual processes.



Eliminated the need to hire additional associates.



Eliminated pass-through fees.



## About CAQH

CAQH, a NCQA-certified Credentials Verification Organization, partnered with health plans to develop, an industry-wide solution that authenticates the accuracy and completeness of healthcare provider information to support credentialing decisions while reducing the burden for plans and providers.

## The Process

### Improved operational efficiencies

Credentialing, re-credentialing and PSV file has reached the projected level of 4,800, with the ability to scale accordingly.



Operational Efficiencies



Scalable Technology

### Improved PSV completion times through automation

Through automating the extraction of CAQH Credentialing data, as well as national and state monitoring and licensing data, the team has experienced a 12-day reduction in the amount of time required to complete PSV activities.



Timely data collection



Shortened Lead Times

### Reduced data entry errors

The data supplied by CAQH is easy to read and interpret, reducing the potential for errors. Health Net is utilizing automation technology from CAQH to deliver files in two formats — machine — and human-readable.



Reduced Data Entry Errors



Automation

### Ensured the imported elements met regulatory requirements, and reduced audit vulnerability.

Imported data elements were aligned with NCQA, Federal and state requirements. The Health Net 35-element manual data verification process was replaced with an automated, NCQA-compliant checklist.



Meeting Regulatory Requirements



Reduced Audit Vulnerability

### Proper staff and resource allocation

The Health Net team used the rules-based categorization of PSV results to route files to different work queues based on outcomes. The credentialing team re-deployed its staff associates to address files with codes indicating “irregular results,” and “data element confirmed deficient after provider outreach.”



Improved Staff Resourcing



Saved Costs

### Eliminated pass-through fees

The flat-rate pricing combines data extraction fees for monitoring and licensing databases, and for CAQH Credentialing data.



Flat-Rate Pricing



Packaged Services