An Enterprising Approach
Industry Leading Automation with CAQH Datasource

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CAQH Administrative Simplification Conference
UCD Best Practices - September 25, 2008
Vermont State Legislative Mandates
  - Pricing
  - Quality

CAQH Assisting Hospitals with Adoption

2008 CAQH Press Releases

CAQH-HOSPITAL ASSOCIATION PACT ENABLES VERMONT HOSPITALS TO FURTHER SIMPLIFY PROVIDER CREDENTIALING

VAHHS Approach Serves as Model for Other States

Washington, DC (July 1, 2008) – CAQH, a nonprofit alliance of health plans and trade associations, and the Vermont Association of Hospitals and Health Systems (VAHHS) announced today a first-in-the-nation agreement that offers member hospitals a lower price to participate

Data Sharing Model in Vermont
- 5 Delegates - majority CAQH members – 75%
- CAQH - internal - 25%
- CVO - internal PSV - 25%
- Claims System

Background
- Compliant with Vermont Legislative Mandates

- On-Line Provider Directory
  - NCQA Compliant - CAQH only electronic source for key NCQA elements
  - Consumer Transparency
  - Reporting Quality Measures On-line
  - Enhanced Quality Management and Provider Performance Evaluations

- Data Quality and Integrity

- Improved Provider and Consumer Experience and Cycle Times
**BCBSVT**
Staff – 2 members
Vistar Team

**ELIMINATE DATA ENTRY**

Purchased VIPsystem - January 2008

VIPsystem Go Live - June 2008
multiple data sources, new functions and workflow

VIP Provider Directory - December 2008
Multiple data sources with quality and pricing
(SOA - Service Oriented Architecture)
Industry Leading Process Improvement

- Workflow to Eliminate Data Entry
- Automated Electronic Intake
- Multiple Enrollment Opportunities (CAQH)
- Established First Interface with Claims System
- New Data Delivery for 7 External Sources
- New Provider Performance Evaluation and Quality Measures
- Data Conversion – multiple sources
- Established Policy and Procedure for New On-line Directory
Solicit, Recruit, Credential, Contract, and Track Performance with ONE END TO END Provider Management solution
Vistar Imaging Profiler System
Central Provider Data Repository and Management Solution

Provider Credentialing Data
- Demographics
- Quality Data
- Alerts and Interfaces - NPDB *OIG-*ABMS*FSMB
- Survey
- Quality and Performance Data

Contract Management and Tracking
- Fee Schedules
- Special Negotiated Terms
- Contract Language Library
- Document Generation and Storage
- History Performance

Provider Relations Management
- Recruiting
- Contact Management – incoming/outgoing
- Provider Satisfaction and Issue Resolution
- Appointment Scheduling

Central Document Repository
- Document Templates
- Document Generation
- Correspondence History Document
- Images (Internal and external sources)
Enterprise Repository

- Single source for data, images, documents (generation & history)
- Data standardization and accuracy
- Enterprise business rules and information- common process
- Repository for pre-contracted and contracted records
- All contract relationships in one records
- Provider reporting from one source (Contracts-Credentialing-Quality)
- Eliminate the need for multiple systems
- Reduce manual error correction

The Tool
Reduce Need for Data Entry
- Import Data Frequently and Easily
- Unlimited Data Sources
- Automate Delegated and CAQH Rosters

Data Integrity
- Set Up Each Data Source Profile Once
- Dynamically Handles Changing Data
- Easy Management of Changing Requirements

Short Cycle Times
- Focus on the PSV/Contracts – Not Keystrokes
- Credentialing and Contracting Data Collection
  - Cumbersome and Costly
- Provider Satisfaction
- Reduce Cost for Claims Processing

The Tool
Many Data Sources – One System

Supports CAQH Roster Process
• Use Regular System Queries to Create Roster (i.e. Recredentialing Query)
Dynamic Import Utility
Multiple Data Sources – Maintain Data Integrity

- Choose the data source
- Run scheduled loads
- Defined sophisticated rules, and mapping for each data source selected or scheduled
Dynamic Import Utility
Imaging - Supporting Documents & PDF Handling

Each Image can be Loaded Separately
DIU loads Images
Images can be stored either as individual documents or all CAQH documents as a single set of documents

Viewing DIU Loaded PDF from VIPsystem
Dynamic Import Utility
PSV and Reviewing Imported Data

Review Imported Data

Audit Log Entries and Reports

Action Report to Review Critical Changes

The Tool
Unleash the Power of CAQH – UCD

Completely Automate Intake Process

Fast and Easy to Manage Mapping

Records Load in Seconds

Fast and Easy Automation