Simplifying Medicaid Agency Provider Data Collection

CAQH has developed a new interface for Medicaid provider data collection, in partnership with eServices Group. Data can be retrieved real-time through Medicaid IT Architecture (MITA) - aligned Web services. Users can receive alerts to possible license sanctions which could render a provider ineligible.

Request a demo today – Contact Christine Stroup at cstroup@caqh.org

The CAQH® Universal Provider Datasource® (UPD) simplifies provider data collection by reducing paperwork and millions of dollars of annual administrative costs for more than 920,000 providers and over 600 participating health plans, hospitals and managed care organizations across the United States.

UPD enables registered physicians and other health professionals in all 50 states and the District of Columbia to enter and maintain their personal and practice information free of charge into a single, uniform online application that meets many of the administrative data needs of Medicaid agencies and other healthcare organizations.

How UPD streamlines Medicaid administrative processes:

<table>
<thead>
<tr>
<th><strong>Enrollment:</strong></th>
<th>Eliminate lengthy and duplicative forms and facilitate easier enrollment.</th>
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<tbody>
<tr>
<td><strong>Credentialing:</strong></td>
<td>Streamline changes to credentialing information. UPD data is refreshed three times per year, by the provider. Credentials are comprehensive and current. The UPD application has been approved by NCQA, URAC, and the Joint Commission.</td>
</tr>
<tr>
<td><strong>Data Quality:</strong></td>
<td>Collect data and demographics directly from the provider. Online edits permit the provider to correct errors and omissions prior to submission. A recent independent survey of provider data shows UPD is over 95 percent accurate. UPD system enhancements currently underway are further improving this accuracy.</td>
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<tr>
<td><strong>Data Sharing with related state agencies:</strong></td>
<td>Create and update directories for Health Information Exchange, Emergency Response (ESAR VHP – Emergency System for Advance Registration of Volunteer Health Professionals), and Medicaid beneficiaries.</td>
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<tr>
<td><strong>SanctionsTrack™:</strong></td>
<td>Monitor provider actions from nearly 500 sources across the US, including OPM and OIG notices of state and federal actions. This feature permits quick access to notices from all states in which a provider is licensed.</td>
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*Percentage of physicians using UPD based on 2008 data from the Federation of State Medical Boards (FSMB)*
Medicaid agencies in Kentucky, New York, Pennsylvania, and Tennessee use UPD.

**Industry Support:** UPD is supported by numerous healthcare stakeholders, including but not limited to: the American Academy of Family Physicians, the American College of Physicians, the American Health Information Management Association, the American Medical Association, America’s Health Insurance Plans, the Healthcare Administrative Simplification Coalition, the Medical Group Management Association and other provider organizations. In addition, the Vermont Hospital Association adopted UPD as its recommended process for provider data collection in that state.

**UPD benefits to participating organizations:**

Health plans participating in UPD have reported one or more of the following results:

- Decreased average processing turnaround time by 8-10 days
- Reduced frequency of returned provider correspondence by 80-85%
- 97%+ elimination of new provider initial credentialing packet mailings
- Reduced legacy re-credentialing mailings by 15,000 units ($5-8 each)
- Reduced sanctions monitoring resources by 56%
- Real-time updating of provider directories
- Facilitated implementation of NPI
- Reallocated legacy paper credentialing application storage space
- Assisted with overlap analysis when merging different networks

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**End-to-End Provider Data Management Case Study**

A regional health plan experienced the following efficiencies using UPD:

- Eliminated most manual data entry which saved $270,000 in 2010. Projected savings of $4.23 million through the end of 2015
- Increased production, decreased turn-around time
- Stabilizes workflows - improves scalability

<table>
<thead>
<tr>
<th>PROVIDER DATA STEP</th>
<th>WITHOUT UPD (Manual PDF Process)</th>
<th>WITH UPD (Automated XML Process)</th>
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</thead>
<tbody>
<tr>
<td><strong>Locating</strong></td>
<td>1 – 2 minutes</td>
<td>Seconds</td>
</tr>
<tr>
<td><strong>Obtaining</strong></td>
<td>45 seconds – 2 minutes</td>
<td>Less than 1 minute</td>
</tr>
<tr>
<td><strong>Processing</strong></td>
<td>3 – 7 minutes</td>
<td>Less than 2 minutes</td>
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</tbody>
</table>

Learn how UPD can streamline provider data collection for your Medicaid agency - contact Christine Stroup at 202-778-3208 or cstroup@caqh.org.