

MultiPlan: Improving Sanctions Monitoring

Executive Summary

MultiPlan, a nationally recognized innovator in healthcare cost containment services, was looking for ways to make its provider sanctions monitoring more efficient.

The Challenge

For years, MultiPlan relied on a manual process to research and monitor sanctions levied against providers, which was resource and time intensive. Streamlining this process became a top priority.

The Results

By using SanctionsTrack®, MultiPlan was able to automate, accelerate and improve the method of sanctions monitoring, making the process of monitoring in-network providers more efficient.



Automated the manual process of checking licensing boards, like OPM and OIG, and matching for provider disciplinary actions.



Reduced the staff time spent researching, reviewing and reporting sanctions against providers.



Offered timely information to use in provider credentialing and evaluation decisions.



Expedited the timing of adding providers to the network.



About SanctionsTrack

SanctionsTrack is an automated, continuous sanctions monitoring solution that is seamlessly integrated with CAQH ProView®.



High quality and comprehensive data

Monitoring provider sanctions requires comprehensive, national data — generated quickly and on-demand. The solution continuously queries nearly 500 state licensing boards and Federal sources for sanctions and disciplinary actions and automatically flags all sanctioned providers on the roster of a participating organization.



Simplified sanctions research and reporting

SanctionsTrack consolidates and electronically reports all provider sanctions and related license actions so they can be reconciled with a healthcare organization's internal files for in- and out-of-network providers and for claims administration. The solution enables custom, on-demand searches by provider name, state, date range or sanction type.



Improved productivity through automation

SanctionsTrack reduces staff time, eliminates redundant processes and improves sanctions monitoring accuracy.



Minimized risk

Providers sanctioned in one state can quickly open an office in another, putting a plan and its members at risk. SanctionsTrack identifies sanctions in any state to protect members and health plans avoid costly penalties. SanctionsTrack complies with federal and state provider network requirements and meets all National Committee for Quality Assurance (NCQA) factors for a delegation agreement as stated in CR 12, Element A of the 2004/2005 MCO, Preferred Provider Organization (PPO) and Managed Behavioral Health Organizations (MBHO) standards and guidelines. The solution also meets the NCQA Verification Organization (CVO) Certification, CVO12, for continuous monitoring of practitioner sanctions between re-credentialing cycles.

