



VeriFide:
A Proven Credential
Verification Solution



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For more than 25 years, Dr. Akoda was a well-respected obstetrician-gynecologist. While practicing at Prince George's Hospital Center outside of Washington, DC, his patients trusted him in some of their most vulnerable moments, including annual exams and the birth of their children.

But Dr. Akoda was actually Oluwafemi Charles Igberase — a man who was later found to have used four Social Security numbers under three names to apply for medical certifications, federal education loans for his children and his medical license. He also forged or altered his medical diploma, medical transcripts and letters of recommendation, and possessed a falsified passport, visa, birth certificate and immigration documents.

In multiple class action lawsuits against Prince George's Hospital Center, nearly 300 former patients, and numerous other stakeholders, are seeking answers to just one question: how did this happen?

The Value of VeriFide

Fortunately, there are steps that can be taken, and resources available, to help ensure that only properly credentialed professionals have access to members and patients.

Credentialing is a critical function that allows health plans to properly identify qualified health care practitioners for participation in their networks. And, in a time when anyone can access advanced photo editing software for free online, it has never been more imperative that practices are able to verify that the professionals who are seeing patients are licensed medical professionals.

However, verification of primary source information used in credentialing decisions is often a costly and painstaking process that can require dozens of individuals to manage.

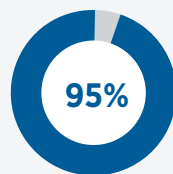
Developed in collaboration between health plans and CAQH, an NCQA-certified CVO, CAQH VeriFide helps payers streamline the credentialing function by reducing administrative burdens and increasing the accuracy of primary source verification for participating plans. For credentialing managers and executives with PSV responsibilities, VeriFide delivers cost-savings from labor intensive and time-consuming activities of PSV with greater accuracy, speed and control.

CAQH VeriFide also completes primary source verification in under 14 days without creating additional burdens on providers, with a guaranteed 98.5% accuracy rate. And, over time, VeriFide will move the industry towards a single credentialing date for each provider, resulting in even lower costs.

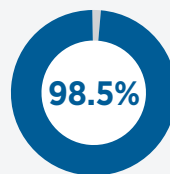
VeriFide delivers:



or less
implementation
process



of provider
files within
11-14 days



guaranteed
accuracy and
completeness rate



deep insight
into the PSV
process

Proven Results

A physician-led provider network in California utilized an in-house team to perform initial credentialing for new providers and relied on a PSV service provider for recredentialing. While this approach generally worked well, the number of new providers would regularly fluctuate — sometimes by as many as 400.

To assist with these unpredictable volumes, the provider network hired two staff members to make outreach calls to collect missing information. This process could take 10 to 18 hours for each new provider.

In addition, because its PSV service provider conducting recredentialing did not collect System for Award Management (SAM) or hospital privileges data, the provider network had to research and import that information once the files were returned from the vendor.

Even with the new employees, the department was soon overwhelmed — and the organization was in need of a new approach.

Since providers in the provider network — like more than 1.6 million providers nationwide — were already entering credentials, demographic and other information in CAQH ProView, the organization chose CAQH VeriFide.

Along with increased speed and accuracy, CAQH VeriFide's rules-based categorization of PSV results also enabled the provider network to route files to different work queues, saving the department up to 10 hours per week per provider.

Other benefits included:

- **Superior customer service and seamless implementation:** Bolstered by effective training, clear support materials and a responsive dedicated account manager, the CAQH VeriFide implementation was seamless for the provider network's team.
- **Faster completion times:** By leveraging information from CAQH ProView, and automating the extraction of national and state monitoring and licensing data, the provider network has significantly reduced the amount of time required to complete PSV activities. And, credentialing, re-credentialing and PSV file accessioning has reduced the research and review period by 10 hours per provider per week.
- **Fewer errors:** The data produced by CAQH VeriFide is easy to read, interpret and import into the organization's provider data management system, reducing the potential for errors.
- **Streamlined workflows:** The provider network used the rules-based categorization of PSV results to route files to different work queues based on outcomes. With CAQH VeriFide in place, the credentialing team was able to re-deploy its staff to better address files with codes indicating "irregular results," and "data element confirmed deficient after provider outreach." The CAQH VeriFide team also took on other labor-intensive tasks, like making outreach calls, to further alleviate the strain on the provider network's resources.
- **Lower costs:** Using CAQH VeriFide, the provider network has netted a significant reduction in labor costs and eliminated the need to hire additional credentialing staff.

The portal also enables plans to see where providers are in the verification process. This not only gives them visibility into their networks, but it also allows them to answer questions they receive from practices requiring their status.

Conclusion

The case against Prince George's Hospital Center is still ongoing. But, one fact is clear: for four years an individual was allowed to practice medicine using fraudulent credentials. The true scope of the damage done by Dr. Akoda can never be quantified, but his victims are pursuing a settlement of nearly \$200 million dollars, and the hospital may never recover from losing the trust of its patients.

However, a reliable provider credentialing solution could have helped to avoid this tragedy.

Find out how VeriFide can improve your provider source verification process. Visit CAQHVeriFide.org or contact sales@caqh.org for more information.

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