Credentialing is critical to practices’ financial well-being.

The Affordable Care Act (ACA) and the evolution of Accountable Care Organizations (ACOs) have forced hospitals to align themselves with provider groups at unprecedented rates—increasing the credentialing burden and the related administrative costs for practices. These costs can add up to millions every year for healthcare organizations nationwide. In addition, research shows that a single provider will typically spend 40+ hours per year managing the administration of his/her enrollment.1

Unfortunately, credentialing is becoming increasingly complex and even perilous for unequipped practices. Credentialing lapses can expose healthcare organizations to malpractice suits, accreditation problems, and a variety of negative outcomes that directly affect revenue cycles, including:

- Higher A/R days
- Increased denials
- Non-par payments
- Customer service issues
- Frustration among providers

So what’s a practice to do?

Outsourcing credentialing can be a huge aid to practices.

Administrators looking for ways to reduce financial burdens, improve outcomes, and eliminate waste—without sacrificing quality of care—are turning to outside partners for help. By partnering with an organization that specializes in managing the entire credentialing life cycle through the use of cloud-based workflow software, advanced cloud-based reporting and analytics, coupled with industry defining domain expertise, administrators are successfully controlling the time and costs associated with credentialing.

1 April 2013 MGMA Connexions Magazine, “What Lies Beneath the Surface”
Is outsourced credentialing right for your practice?

The following checklist is designed to help you determine whether your practice would benefit from centralizing credentialing and enrollment functions with a reliable outside partner.

1. Are the administrative costs related to credentialing eating away at your profit margin? ☐ Yes ☐ No

2. Are increased provider onboarding volumes overwhelming your existing credentialing staff? ☐ Yes ☐ No

3. Are claim denials due to credentialing issues negatively affecting your revenue? ☐ Yes ☐ No

4. Have you lost revenue due to high “Days In Enrollment” (DIE)? ☐ Yes ☐ No

5. Is your average turnaround time for credentialing below these standards?
   • 1-5 providers: 24 – 48 hours (data entry, applications creation, and signature pages sent to provider(s)). ☐ Yes ☐ No
   • 5+ providers: 48 – 72 hours (data entry, applications creation, and signature pages sent to provider(s)). ☐ Yes ☐ No

6. Often, providers are not fully enrolled across all locations, which leads to incorrect or denied payments. Are you certain that your providers are enrolled at all locations for all of your payers? ☐ Yes ☐ No

7. It’s imperative that each contract is reviewed in its entirety. Are you having trouble thoroughly reviewing and tracking all contract termination clauses and fee schedule rates? Are you unable to negotiate all contract rates? ☐ Yes ☐ No

8. It’s important to understand your state’s regulations and credentialing requirements, particularly if you practice in more than one state with varying codes. Are you struggling to keep up with the regulations and requirements for all the states where you have offices? ☐ Yes ☐ No

9. Is your practice missing an effective, advanced cloud-based system that ensures all credentialing forms and primary source documentation—including copies of state licenses (Medical, DEA, Narcotic, etc.), curricula vitae, board certificates, hospital privileges, Residency/Fellowships, liability insurance documents, collaborative agreements for NPs and PAs, W-9 tax identification forms, and all other materials—are kept up to date? ☐ Yes ☐ No

10. Have you delayed adoption of the latest credentialing-related cloud-based credentialing workflow, analytics, and business intelligence software tools? ☐ Yes ☐ No

If you answered mostly “yes” to the questions above, it’s likely time that your practice considers outsourcing credentialing. By working with a reputable partner, you can save time and money—and ultimately make a positive impact on revenue cycles. But first, you have to choose the right provider...
7 ELEMENTS TO LOOK FOR WHEN CHOOSING A CREDENTIALING PARTNER.

When exploring your credentialing partner options, here are the top features and offerings to look for:

**COMPREHENSIVE IT-ENABLED SERVICES**
Does the provider offer services that address all areas of enrollment, managing the entire credentialing life cycle so you can focus on caring for your patients?

**WORKFLOW POWERED BY LEADING-EDGE SYSTEMS**
Are the provider’s credentialing workflows powered by advanced, cloud-based software and IT systems that will help your practice generate more cash, faster?

**TOP TIER SOFTWARE AND AUTOMATION TOOLS**
Does the provider use top tier software and automation tools to their fullest to ensure accurate and timely credentialing—as well as streamlined management of all primary source documents?

**A TEAM OF EXPERTS**
Does the provider’s team possess credentialing expertise with payers and insurance plans across the country?

**EXPERIENCE ACROSS SPECIALTIES**
Does the provider have proven experience working with a variety of specialties to help expedite processes for any health plan?

**ONE-ON-ONE SUPPORT**
Does the provider set up each client with a dedicated expert who monitors analytics and provides one-on-one support to enhance operational and financial prosperity?

**DATA AND ANALYTICS**
Does the provider offer robust data collection, workflow, analytics, and complete visibility into every credential for every medical professional?

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NextGen Healthcare credentialing experts can relieve your administrative burdens and improve your revenue cycle. We provide dedicated one-on-one attention and handle all areas of enrollment to help ensure your revenue cycle stays on track. Our systems use the nation’s leading cloud-based software and automation tools, and our credentialing experts have experience across more than 50 specialties, in every state.

Let our team of enrollment experts expedite your credentialing processes and make your paperwork our problem.

Contact us today at 215-657-7010 or results@nextgen.com to learn more about how NextGen Healthcare credentialing experts can support your practice.