# Q&A: Is Your Provider Enrollment Department As Productive As It Should Be?

Anitra Montgomery, Newport Director of Operations, asks if your providers are as productive as they should be and offers ways to improve their productivity.

**Q.** How do you identify provider enrollment productivity measures?

**A.** One area to look at is productivity across the entire credentialing life cycle. What are the main tasks of your organization's credentialing life cycle and how do you track them? Some key tasks include:

1.  Data Entry – How long does it take to enter a provider into your provider enrollment software, into CAQH, and into PECOS?

2.  Application Processing – How long does it take to print out an application and send it to your provider for signature?

3.  Provider Turn Around – How long does it take for your provider to sign his/her application(s)?

4.  Send Application to the Payer – Once the signature packets have been received by your staff, how long does it take to send the completed application(s) to the payer?

5.  Follow up Activity – Are your staff taking the correct actions to ensure that they are quickly obtaining your provider's Provider Identification Numbers (PINs)?

You want to ensure that your staff are staying on top of their daily tasks in an easy to track, trend, and report on manner.

**Q.** How do you track, trend, and report on your staff's productivity?

**A.** It is critical that you are able to report on the activities that you staff are taking. Cutting edge provider enrollment tools will allow you to track, trend, and report on the activities that your staff are taking.

**Q.** How do you track, trend, and report on your staff's quality?

**A.** It is also critical that you are able to report on the quality of the actions that your staff are taking. As with productivity reporting, you need to be able to report on the quality of the work that your staff is doing. Additionally, you need to be able to provide quality assurance feedback to your staff based on the quality measures that you have tracked.

Ensuring that you have a standard set of productivity measures across the entire credentialing life cycle and are able to track and report on those measures is the first and most critical step toward improving your staff's productivity.