

FIVE TIPS FOR ACHIEVING PROVIDER ENROLLMENT SUCCESS IN A COMPLEX LANDSCAPE

TIP 5 OF 5



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TIP: 5

KNOW WHEN TO ASK
FOR CREDENTIALING HELP



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Know When to Ask for Credentialing Help.

For mid to large size healthcare organizations, especially those with multiple locations, managing credentialing and enrollment in-house can be a time-consuming and costly endeavor. This is especially true when relying on manual methods like paper, Excel tracking tools or email calendar alerts.

With the financial implications of not properly managing credentialing and enrollment well known, more and more providers are turning to outsourced partners for help. With the right partner, outsourcing is a much easier and cost-effective option (in comparison to managing the process in-house).



Tip 5

To find a partner to best meet your needs, consider the following:

- ✓ Experience Matters. In-depth knowledge of credentialing and provider enrollment is essential. Make sure the vendor established relationships with payers so that they know who to call when follow-up is needed.
- ✓ Pick a Partner. Don't make your decision after one brief presentation or online demonstration. Meet face-to-face; get to know the personalities and how they work.
- ✓ One size does not fit all. Because every practice is unique, look for a vendor that is flexible and offers a customized approach for your practice. The vendor should take time to understand your practice's workflow and be willing to work with you to meet your specific needs.
- ✓ Technology Matters. Beware of legacy credentialing software applications that rely on an outdated technology. If the vendor doesn't have the right software system to manage the credentialing process, success will be difficult to achieve.
- ✓ Reporting Is Key. Ensure the vendor offers reporting capabilities to demonstrate their progress. Online 24/7 access to reports is ideal. Standard Key Performance Indicators should also be used to drive vendor accountability.
- ✓ Don't Base Your Decision on Cost Alone. Don't be swayed by a low price tag. When it comes to outsourcing, the adage "you get what you pay for" is often true.

LOOKING FOR ADDITIONAL TIPS?

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