Cutting Credentialing Turnaround Time with MedTrainer

Executive Summary

A non-profit rural hospital with an average of 6,300 cases per year was hiring faster than they could credential providers.

Filling positions for a full range of services, including emergency care, surgery, cancer care, cardiac care, women's health, and a surgery center became overwhelming.

By The Numbers

- Southern U.S.
- 700+ employees
- 200+ providers
- 25+ specialties

Challenge

The inefficient paper-based management of provider credentialing was causing prolonged delays, physical clutter, and hindering prompt reimbursement.

Solution

MedTrainer Credentialing Software streamlines their process, automates tasks, and offers one place to manage their providers' credentials, eliminating the need for paper documents, reducing manual tasks, and ensuring timely renewals with notification alerts.

Impact

This community hospital has doubled the number of providers they could credential and literally cleared the clutter in their office.

MCredentialing

Paper Pile-Ups and Cumbersome Credentialing

Challenge

The team at the rural hospital realized they had a problem when they were hiring providers faster than they could credential them. Their manual, paper-based credentialing process was time-consuming, inefficient, and unable to handle the increasing number of providers, which meant they were missing out on potential revenue.

" *We had spreadsheets with provider names and information, but then we had their paper files in cabinets with some files being over 100 pages. Gathering the information and knowing who was due was a time-consuming task in and of itself."*

The multiple-paper filing system slowed down the credentialing process making it difficult for the staff to keep up with the volume of work and causing delays that had a ripple effect on the entire organization. The physical clutter also caused issues by making it difficult to move around the office and making it easy to misplace documents.

"I was lucky to get maybe one or two providers done because I was printing all those papers out and separating them into folders. We were also delayed in general because you don't have time to go through a spreadsheet and see what's coming up."

Credentialing

medtrainer.com   (888) 337-0288

Leveraging a Cloud–Based Platform

Solution

With MedTrainer, the team at the rural hospital was able to move away from its old–fashioned, paper–based system, making its credentialing process faster, more accurate, and more efficient. With the new system, staff can effortlessly centralize provider credentials in one place, including in–platform DEA verifications and direct document uploads by providers into their provider profiles, resulting in time saved from previously manual tasks.

" *It no longer takes so much time to sort everything. Files get uploaded quickly, even off of certain verification websites we use to look up information. I'm not spending hours a day doing one task."*

With MedTrainer's automated notifications, the team can keep track of when licenses and forms are due, making it easier to avoid delays and enabling the hospital to manage a higher volume of providers.

"I was stressed out with all the chaos I had going on before. I'm getting on track again, and I'm able to do my job faster, which means nothing is behind with the providers."

MCredentialing

Improved Efficiency Makes Room for Growth

Results

Since implementing MedTrainer, the hospital's team has significantly improved its credentialing process – doubling the number of providers they can credential in a day and reducing the waiting period for new providers to start their work.

By automating many of the manual processes involved in credentialing and storing all provider data in one intuitive platform, staff has saved time and increased efficiency, enabling employees to manage a higher volume of providers and scale their business.

" *"I was lucky to get maybe one or two providers done before because I was printing all those papers out, but now I'm able to do three or four, even when we have an influx of providers"*

100%
Increase

- They doubled the number of providers they can credential.

Products Used

MCredentialing

About MedTrainer

Since 2013, MedTrainer has been helping busy healthcare professionals manage their cre-dentialing, training, and compliance needs while maintaining the highest standards of safety for staff, patients, and the organization. Over 300,000 healthcare professionals across 15,000 healthcare sites in North America rely on MedTrainer to get more done in less time.

MCredentialing