

GUIDE

# Secrets to Speed Up Your Credentialing Process

With Digital Credentialing

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**MedTrainer**



# Why Now?

It's a perfect storm for healthcare credentialing.



The **nursing fraud scheme** exposed vulnerabilities in the licensing and credentialing process.



**High staff turnover** means an exponential increase in the number of credentialing tasks.



The **pandemic** put verifications on the back burner and many teams are still struggling to catch up.



**Advancing technology**, such as AI, machine learning, and automation, offer efficiencies that teams can't turn down.

Speed up your credentialing process

If you've hesitated to bring your credentialing online, it's time for another look. Inside this guide, find out how modern credentialing removes the painful paper process to:

- Increase credentialing speed and accuracy
- Streamline the process for providers
- Help you to better manage staff turnover

# Evolution of Credentialing

Over time, the credentialing process has become slower and more complex.

## Start of Credentialing

### Word of Mouth

"Do you know these providers?  
Can you vouch for them?"



### Payers Start Requiring Verifications

Collect verifications on paper, deliver it for sign-off, then store the papers.



### Organizations Grow and Work Multiplies

Lengthy credentialing process is repeated for every provider in your facility.



### Full Verification Required

Growing regulations add spreadsheets, computer calendars, and note programs.



### Credentialing is Modernized

All documents, tasks, and reports are in one online platform with automated processes.



# Digital Credentialing

Moving your credentialing process online increases accuracy and speed so you can get providers in front of patients faster and expand revenue.

95%

say **payer enrollments** are faster\*

93%

say **exclusion checks** are faster\*

93%

say **primary source verifications** are faster\*

92%

say **privileging** is faster\*

\*According to a 2022 survey of MedTrainer customers.

Inside this guide, learn how modern credentialing:

- ✔ Puts information at your fingertips
- ✔ Stores all documents together
- ✔ Gives you confidence in reporting
- ✔ Makes it easier for providers
- ✔ Reduces manual tasks
- ✔ Builds in redundancies

# Information at Your Fingertips

Being prompt is everything; providers and leaders (and those they service) expect immediate answers — and results — that only an online process can deliver.

## Outdated Process



- Searching through papers, files, and spreadsheets to find the information leadership and payers are requesting.
- Hoping that you are providing accurate information and getting providers recredentialed on-time.

## Digital Credentialing



- Use a dashboard to quickly answer questions, show progress, and prioritize tasks.
- Rely on real-time reports to confidently share information with leadership as soon as you are asked.
- Prioritize tasks based on the expiration of provider credentials or certifications.

# Stores All Documents Together

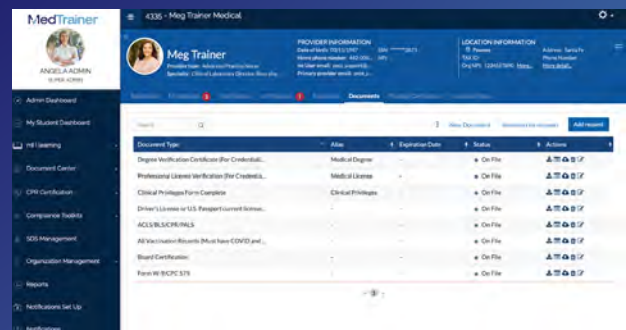
Save time and gain efficiency when all of provider's documents are in one secure, cloud-based platform.

## Outdated Process



- Wasting time, faxing printing, scanning, and finding the key to the file room, the right file cabinet, and the right folder.
- Scrambling to scan and upload your documents when an accrediting body asks for them electronically.
- Worrying that the document is filed in the right place so you don't have to ask the provider for it again.

## Digital Credentialing



- Use a secure platform for providers to electronically upload their credentialing and recredentialing documents.
- Track and store all documents and communication relating to a provider in one place so you can hold payers and providers accountable if there is a lapse. (When you call payers, record the call reference number!)

# Confidence in Reporting

**When your organization's revenue depends on providers being credentialed and enrolled with payers, online reports can help you immediately identify issues.**

## Outdated Process



## Digital Credentialing

[illegible]

- Enter provider information and documents in one place for use throughout the process.
- Customize and save reports that pull real-time data when you need it.
- Use pre-built enrollment roster templates for a head start on monthly submissions.

Get more helpful hints on credentialing and compliance reports.

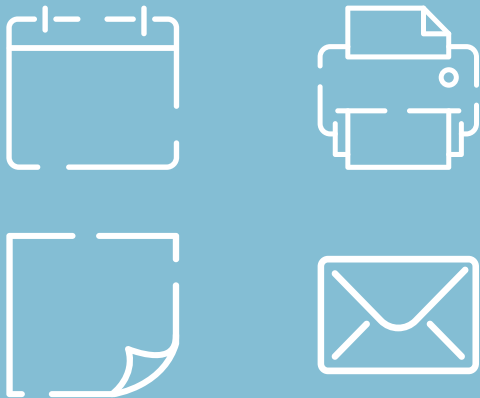
## Let's go!



# Easier for Providers

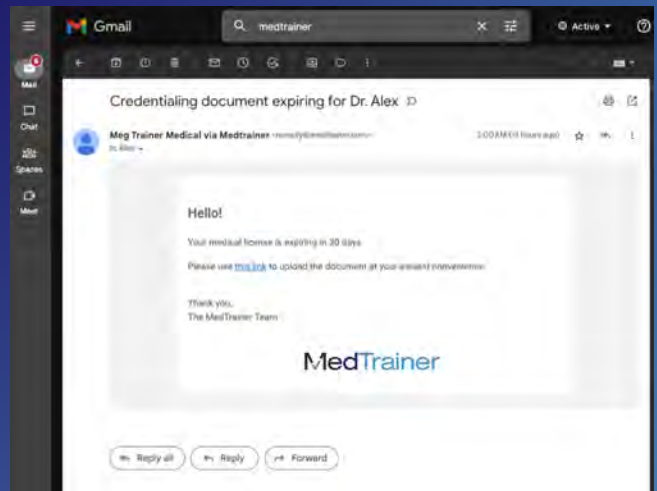
**Increase provider satisfaction, reduce turnover, and get the information you need faster when you're credentialing online.**

## Outdated Process



- Asking providers to drop off paper copies of their documents or print, scan, and send them.
- Leaving yourself sticky notes to remember to follow-up with providers and sending reminder after reminder.
- Leaving providers guessing whether you have all the documents you need and when the process might be complete.

## Digital Credentialing



- Request electronic documents and include a secure link for the upload.
- Automatically start requesting documents 120 days prior to the document/certification expiration date.
- Use digital integrations that eliminate manual data entry.

# Reduce Manual Tasks

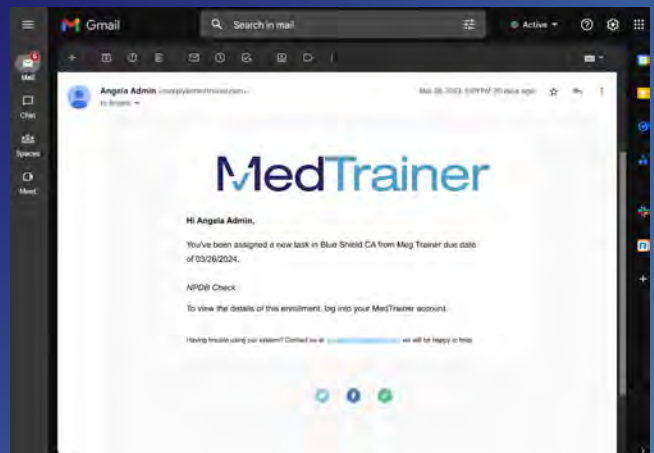
**When 47% of credentialers have other responsibilities (according to a 2023 MedTrainer poll), the automation available through modern credentialing is critical to prevent burnout and lost revenue.**

## Outdated Process



- Using sticky notes, calendar reminders, and emails to keep track of dates, deadlines, and missing documents.
- Checking dozens of websites to verify credentials and exclusions, then tracking in multiple spreadsheets.
- Entering all provider information and details by hand.

## Digital Credentialing



- Connect your credentialing and training platforms to your HR system so all your important employee data transfers securely, accurately, and quickly.
- Automate email reminders for recredentialing, privileging, and payer enrollment to maintain your status and maximize reimbursement outcomes.
- Automate processes, such as DEA verification, to save time.

# Built-In Redundancies

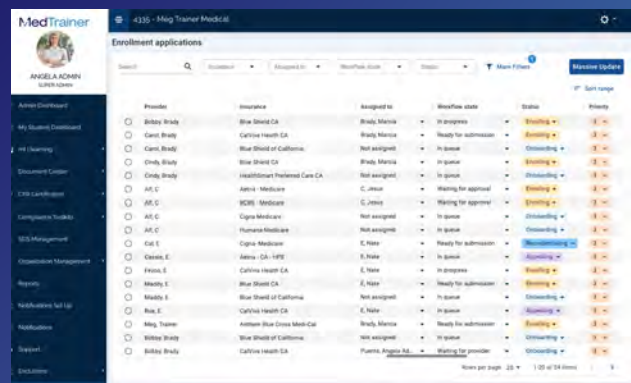
With turnover rates in healthcare soaring, you need the standardized process and backup plan modern credentialing offers – just in case your in-house credentialer leaves.

## Outdated Process



- Lacking visibility into your organization's credentialing process and status.
- Expecting one employee to effectively manage credentialing, billing, HR, and other job functions.
- Being too busy some months and slow other months leads can result in more turnover.

## Digital Credentialing



- Maintain visibility into the credentialing process with the ability to see status and communication.
- Partnering with external credentialing specialists who can help to balance your workload regardless of your provider count or geographic location.
- Confidence you are up-to-date on regulatory changes and processes even if your staff is focused on a billing change or HR issue.
- Using key performance indicators (KPIs) such as time to credential to evaluate and update your process.

# How Digital Credentialing Makes (Dollars &) Cents

Without good visibility, tracking, and credentialing accuracy, revenue can fall through the cracks or worse – be denied. If you're using an outdated credentialing process juggling spreadsheets, sticky notes, calendar reminders, and papers, you're jeopardizing your organization's revenue and reputation. It's time to modernize.

## Credentialing + Recredentialing

### Credentialing + Recredentialing

#### Scenario

Your process is delayed by 2 weeks.

#### Lost Revenue

\$10,000 per day x 10 working days = \$100,000

## Payer Enrollment

### Payer Enrollment

#### Scenario

You receive "ok" via phone from payer, forget to ask for the call reference number and there's an issue, so you have no recourse.

#### Lost Revenue

\$10,000 per day in charged services x 20 working days (delay in claim processing) = \$200,000

## Customers Speed Up Credentialing By 3 Weeks\* Using MedTrainer

### MedTrainer Credentialing Software

MedTrainer's self-managed option that gives your team an organized, automated system to make the process faster and easier.

- All credentialing data and documents are in one sortable and exportable platform
- Customize, save, schedule, and export credentialing reports
- Provider Profile Management speeds up the process and ensures accuracy

### MedTrainer Credentialing Services

Let MedTrainer credentialing specialists take care of all your privileging, enrollments, updates, recredentialing, and more.

- Regionally-focused teams of credentialing specialists stay up-to-date on state requirements
- Completing thousands of enrollments annually ensures the team is following our proven workflow for document collection, accuracy, and efficiency
- Complete visibility into the process using MedTrainer Credentialing Software

Find out how MedTrainer can help your organization.

[Learn more](#)

\*According to a 2022 survey of MedTrainer customers.