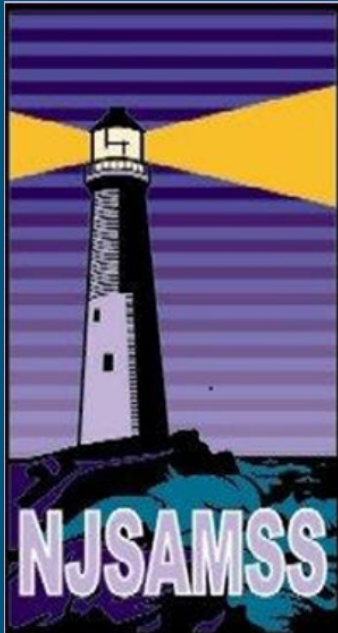




Together we **deliver**

**Working Better Together –  
Playing Nicely in the Sandbox**

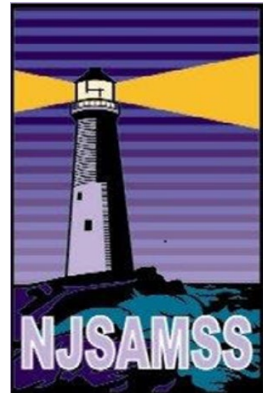


Confidential & Proprietary

# Celebrating Thirty-One Years in Full Bloom

## Celebrating Growth and Excellence

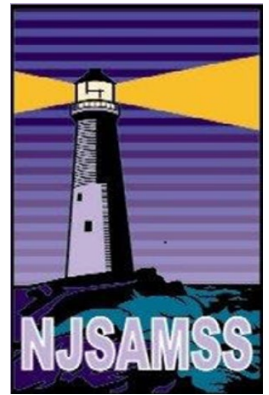
A tribute to our collective dedication, resilience, and ongoing pursuit of excellence in medical staff services and ancillary



 **Hospitalist**<sup>SM</sup>  
GROUP

Together we **deliver**

*Presented by Dawn Anderson, CPMSM, CPCS, PESC  
Director Credentialing, Privileging, Licensing  
OB Hospitalist Group*



*Ob* Hospitalist<sup>SM</sup>  
GROUP

Together we deliver

# Key Points

- This is an interactive session
- Participate in the discussion
- Share from past experiences.
- Share best practices and lessons learned so we can learn together.



ctices.

# Who is the presentation for?

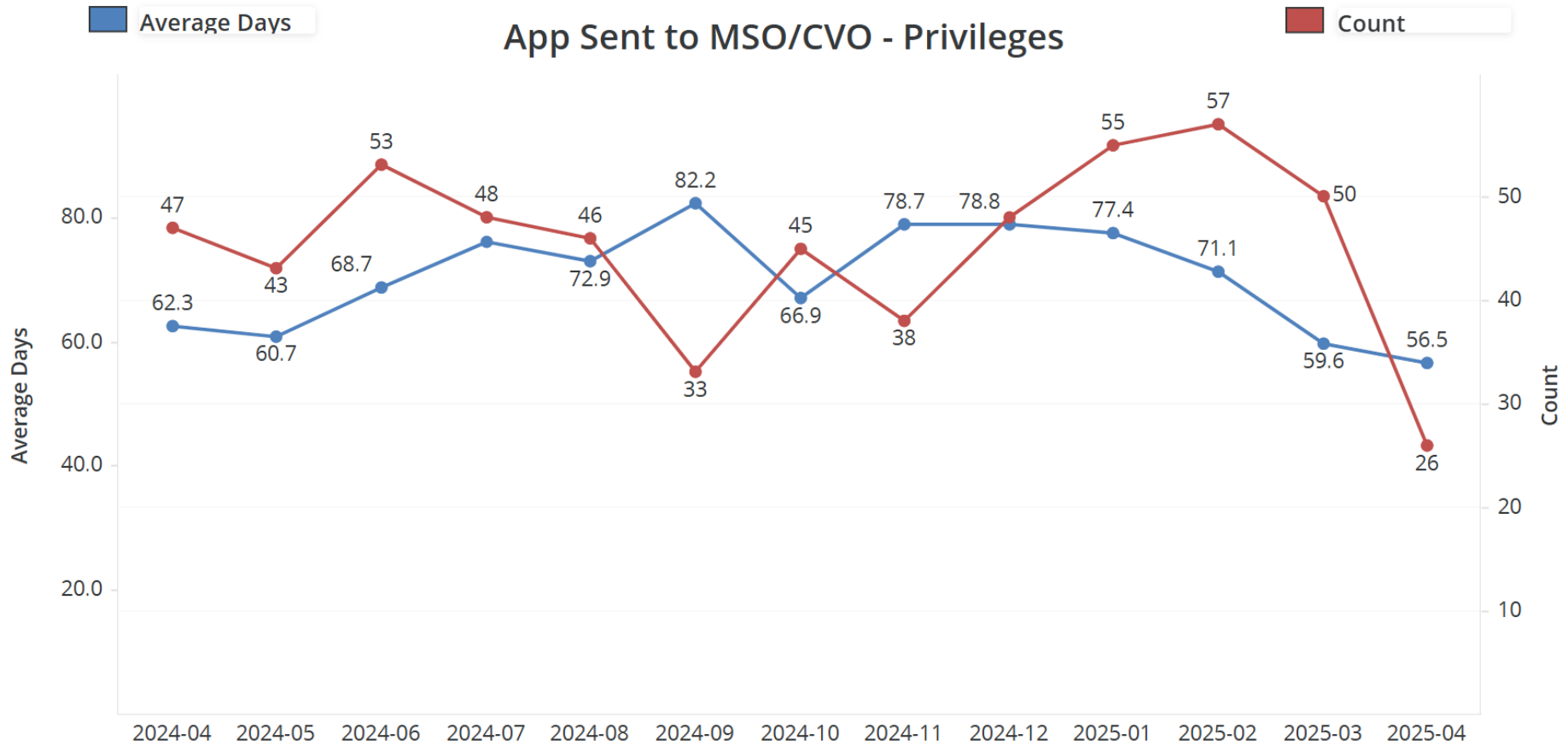
- Credentialing professionals
- Privileging professionals
- CVO professionals
- MSO professionals
- Group/single practice professionals
- Healthcare system professional
- Payer Enrollment professional
- Contracting Specialist
- Licensing Specialist
- Managed Care Professionals
- Revenue Cycle Professionals
- Payor Plan Professionals



If you submit applications to a hospital, how many days on average does it take you to get privileges from the time you submit a full application?

- 1 – 30 Days
- 31 – 60 Days
- 61 – 90 Days
- 91 – 120 Days
- More than 120 Days
- I Don't Know

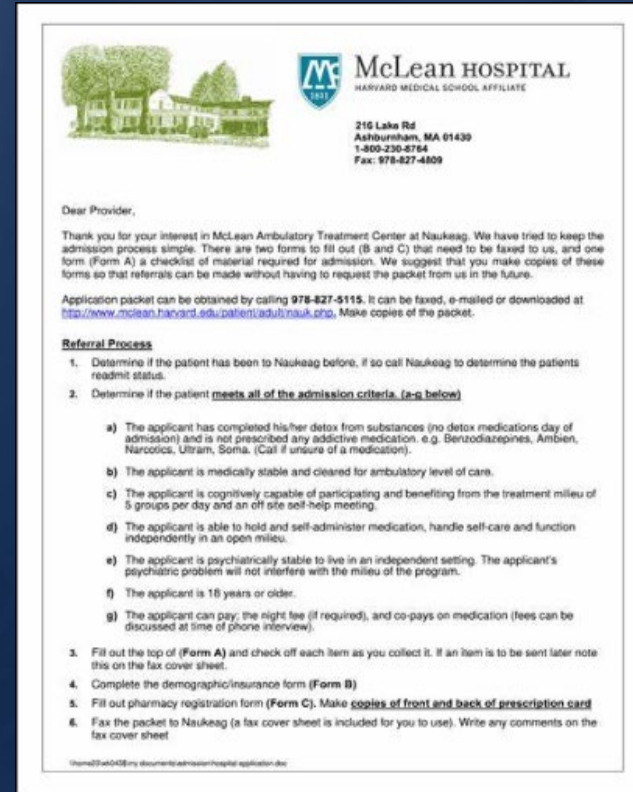
## Chapter 1 : App Sent to MSO/CVO - Privileges




- Seek first to understand
- Build great relationship with Hospital MSO/CVO
- Partnership
- Explain your goals in supplying everything needed upfront



- Obtain complete CV
- Use delegate access when available
- Obtaining all documents needed
- Pre-fill pre-apps and App information
- Do not leave anything blank
- Account for all time gaps
- Ensure explanations are given
- Applicant completes yes/no questions and DOP's & checks App for completeness – signs off/attests



 **McLEAN HOSPITAL**  
HARVARD MEDICAL SCHOOL AFFILIATE

216 Lake Rd  
Ashburnham, MA 01430  
1-800-230-8764  
Fax: 978-827-4809

Dear Provider,

Thank you for your interest in McLean Ambulatory Treatment Center at Naukeag. We have tried to keep the admission process simple. There are two forms to fill out (B and C) that need to be faxed to us, and one form (Form A) a checklist of material required for admission. We suggest that you make copies of these forms so that referrals can be made without having to request the packet from us in the future.

Application packet can be obtained by calling 978-827-5115. It can be faxed, e-mailed or downloaded at <http://www.mclean.harvard.edu/patientadult/nauk.php>. Make copies of the packet.

**Referral Process**

- Determine if the patient has been to Naukeag before, if so call Naukeag to determine the patient's readmit status.
- Determine if the patient meets all of the admission criteria, (a-g below)
  - The applicant has completed his/her detox from substances (no detox medications, day of admission) and is not prescribed any addictive medication, e.g. Benzodiazepines, Ambien, Narcotics, Ultram, Soma. (Call if unsure of a medication).
  - The applicant is medically stable and cleared for ambulatory level of care.
  - The applicant is cognitively capable of participating and benefiting from the treatment milieu of 5 groups per day and an off site self-help meeting.
  - The applicant is able to hold and self-administer medication, handle self-care and function independently in an open milieu.
  - The applicant is psychiatrically stable to live in an independent setting. The applicant's psychiatric problem will not interfere with the milieu of the program.
  - The applicant is 18 years or older.
  - The applicant can pay; the night fee (if required), and co-pays on medication (fees can be discussed at time of phone interview).
- Fill out the top of (Form A) and check off each item as you collect it. If an item is to be sent later note this on the fax cover sheet.
- Complete the demographic/insurance form (Form B)
- Fill out pharmacy registration form (Form C). Make copies of front and back of prescription card
- Fax the packet to Naukeag (a fax cover sheet is included for you to use). Write any comments on the fax cover sheet.

Version 02/04/08 My documents administrator hospital application.doc

- Clinician gets application completed quicker
- Medical Staff Office has completed file, documents and DOP's from start
- MSO can complete PSV quicker
- No gaps in history
- Explanations for items where needed
- File gets to committees quicker – quicker turn-around on privileges
- Hospital isn't sent things piece-meal

Other thoughts or suggestions  
on how we can work better  
with our MSO's?



What percentage of your applications go through a Credentials Verification Office (CVO)?

- 0% - 25%
- 26% - 50%
- 50% - 75%
- 76% - 100%

➤ 25% of our 400 facilities

- Ask for delegate access
- Obtaining Documents from the providers
- Adding Information
- Completing Application for the provider
- Notary Services

- Quicker turn-around time on the applications being completed by the provider.
- Quicker file completed by the CVO to the Medical Staff Office.
- Documents on hand for the provider make the application ready to turn around quickly.
- Pre-completed application for the provider makes the process seamless.

- Documents on hand to immediately send to the Medical Staff Office.
- Can finish up the privilege process timely
- Will be ready to go through the Credentials, MEC, and Board meetings (if applicable)

- CVO's don't always get all PSV's completed – this means the MSO has to complete
- CVO's don't always get all peer review's back – this mean the MSO has to complete

Other thoughts or suggestions  
on how we can work better  
with our CVO's?

# Payor Enrollment Onboarding and Processes



What is the time frame to onboard and enroll clinicians with Payers?

- Less than 30 days
- 60 – 90 days
- 90 – 120 days

90 Days on average

- Newly hired clinicians
- Document collection
- Streamlined process
- Less frustrated clinicians
- Enrollments completed timely before the clinicians first day of work

- In the process of hiring/onboarding a clinician, documents are collected upfront that every department will need to complete their process.
  - Privileging and Payor enrollment
- One designated point of contact within the company that out reaches the clinician to obtain the necessary documents.
  - This helps with confusion and the clinician being contacted by several people requesting the same documents.
- Documents are stored in central location accessible by those who need them
  - Excluding confidential information (Risk Review – need to know)
- By obtaining the documents up front enables all teams to complete the Privileges and Payor enrollment process within 90 days, so the clinicians may begin working sooner.

- Clinicians have completed the onboarding process, and all requested items submitted, the payor enrollment process begins.
- The clinician's signature is obtained in the onboarding documents that allows our Payor Enrollment team to sign any enrollment applications that requires the clinicians signature. (affidavit)
- While the clinician is going through the Privileging cycle the payor enrollment process have begun to ensure the clinician is enrolled with all the payers by the time the privileges are granted.
  - The clinician is ready to be scheduled for their first shift.

- The payor enrollment process, depending on the state can take anywhere from 15 days (TN Medicaid) to 120 days (NY Medicaid)
- Ensuring a clean application submitted with no errors or missing information.

## What are the important components of the payer enrollment application

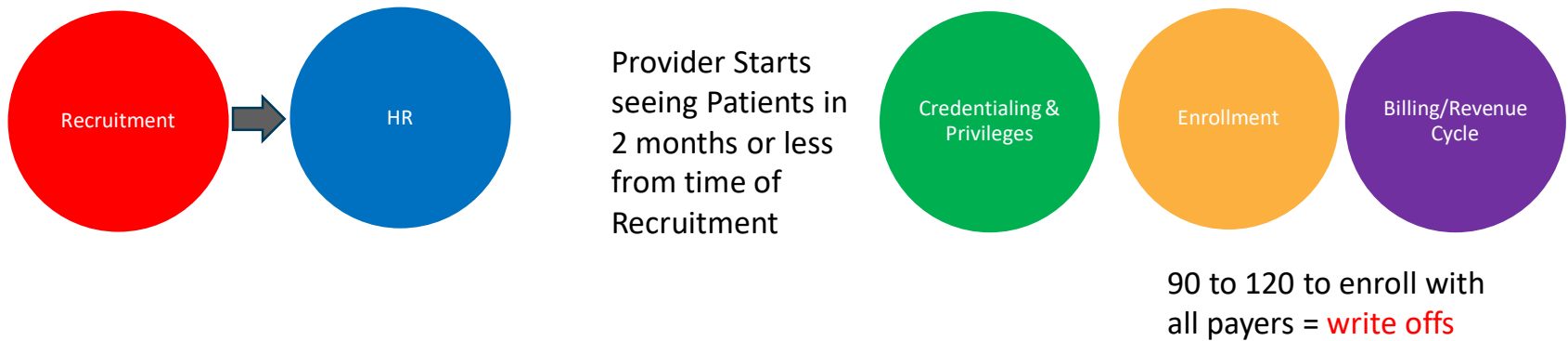
- Licensure
- NPI
- Service location
- Group Information
- Malpractice coverage
- All of the above

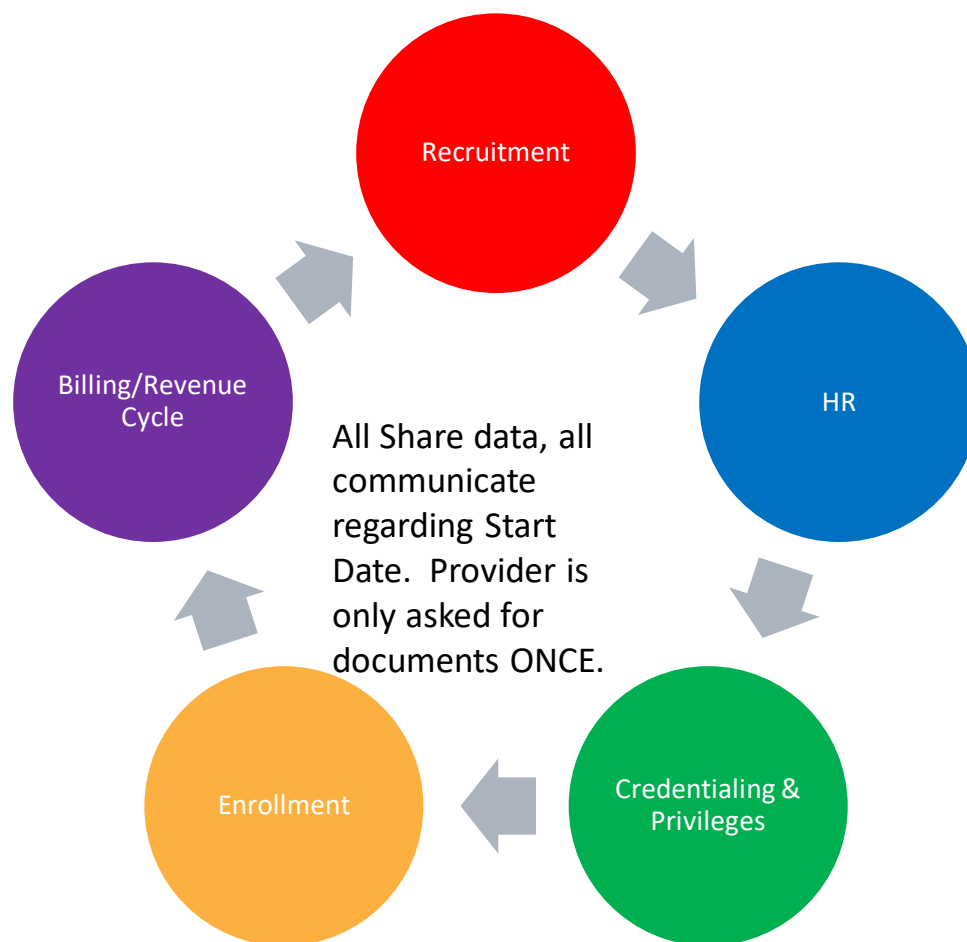
Other thoughts or suggestions  
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with our Payers?

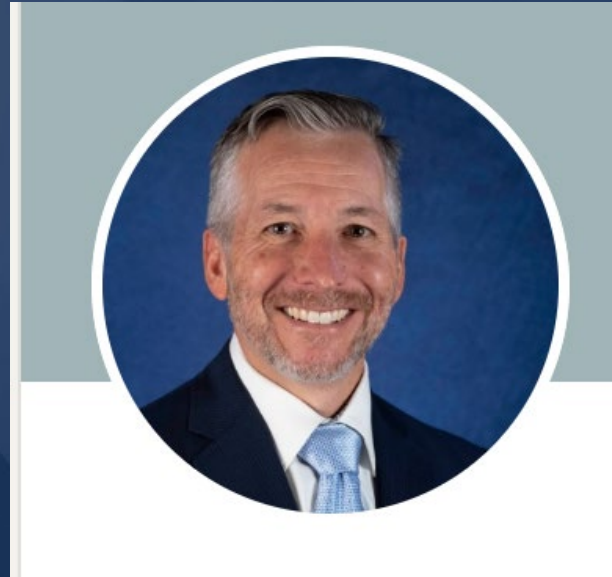


- Data Governance Committee
- Share Data
- Roles and Responsibilities
- Transparency
- Accountability
- Shared Reports
- Shared Data
- Shared Victories
- Metric
- Goals

- Credentialing and Payor Enrollment  
Start processes at same time
- Share Documents
- Meet regularly for updates







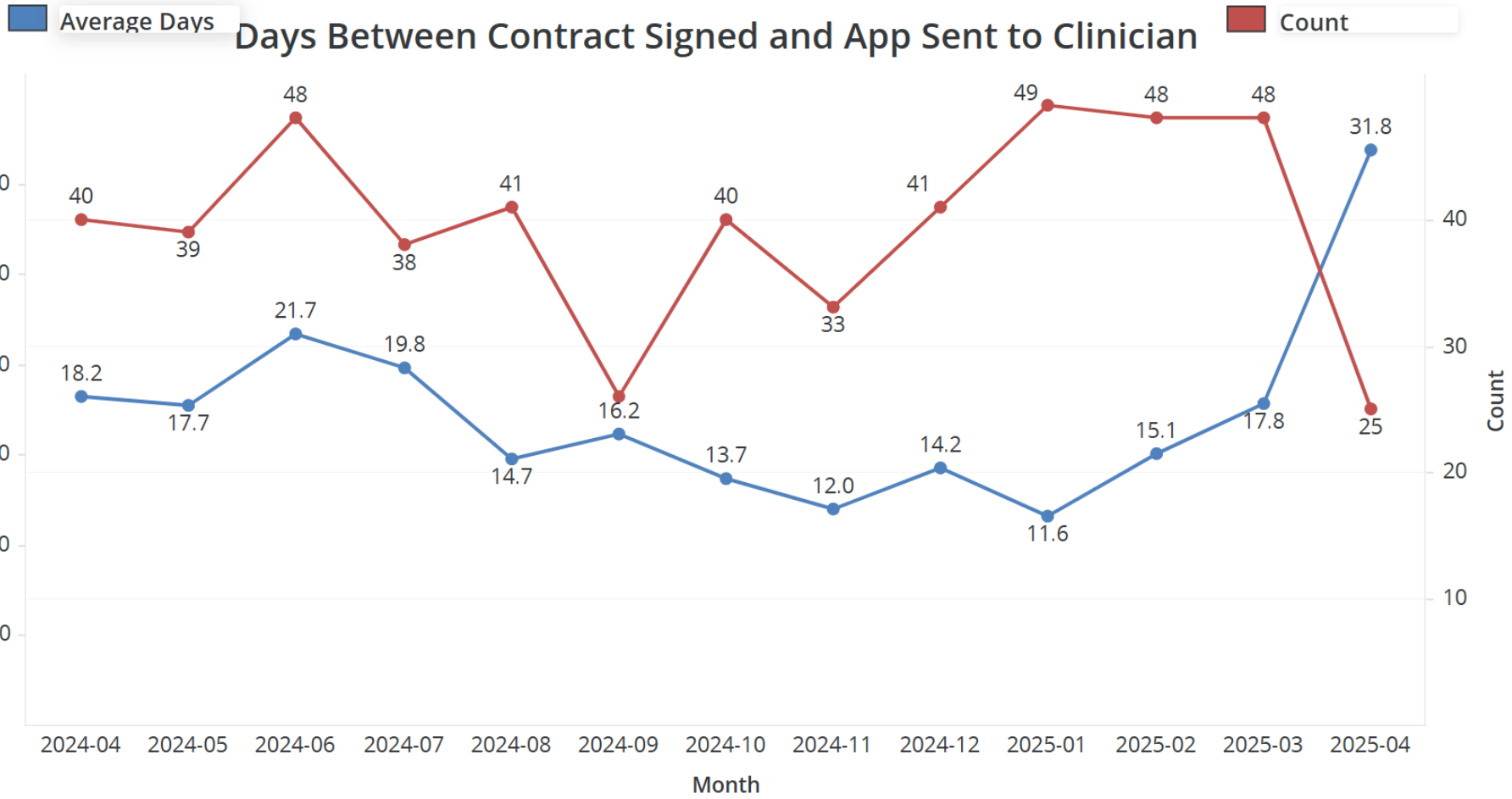
Dr. Christopher Rehm

How do you know where you are going, if you don't know where you have been?



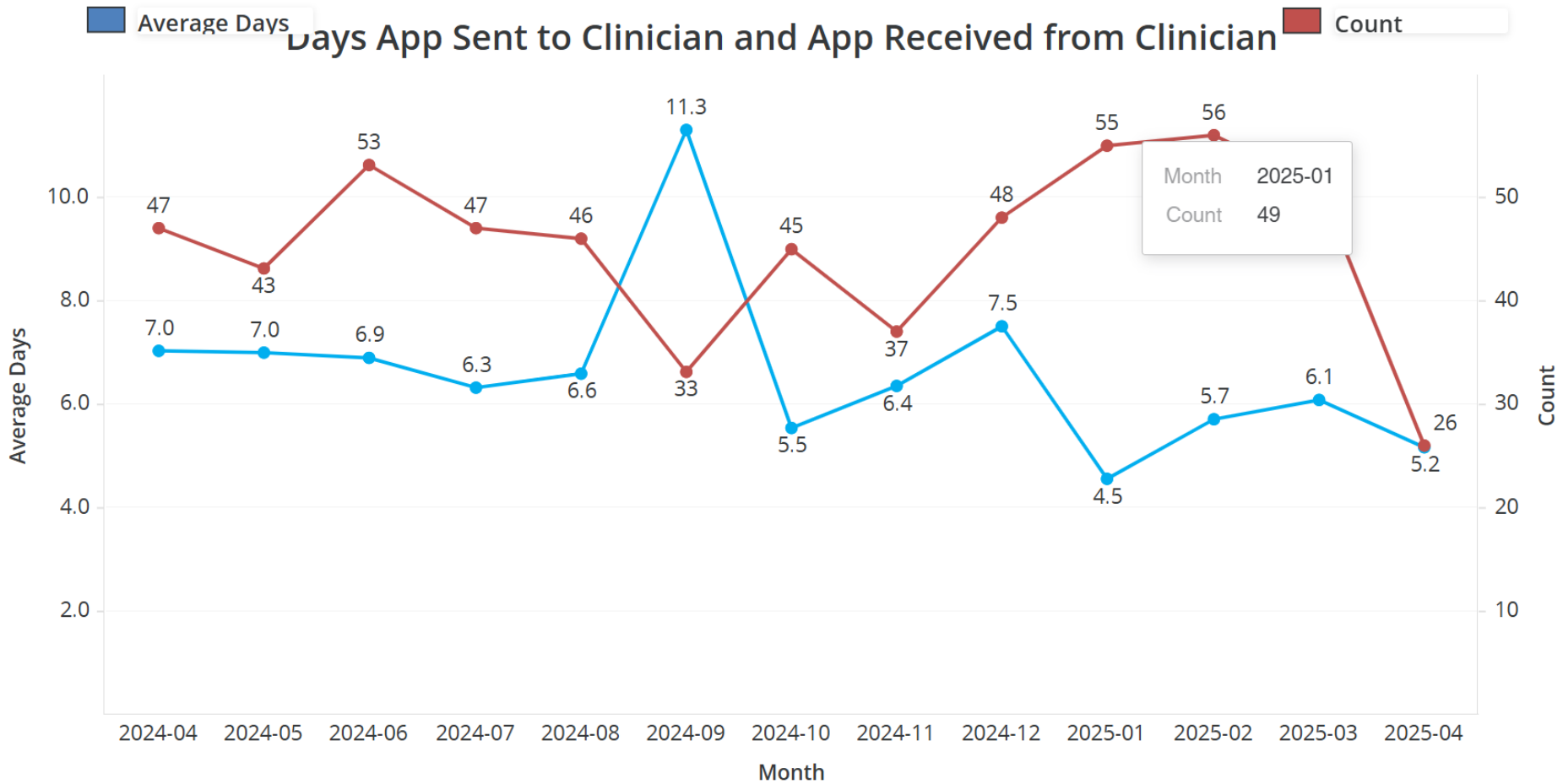
# What should you measure?

## Chapter 1 : Contract Signed - App Sent to Clinician



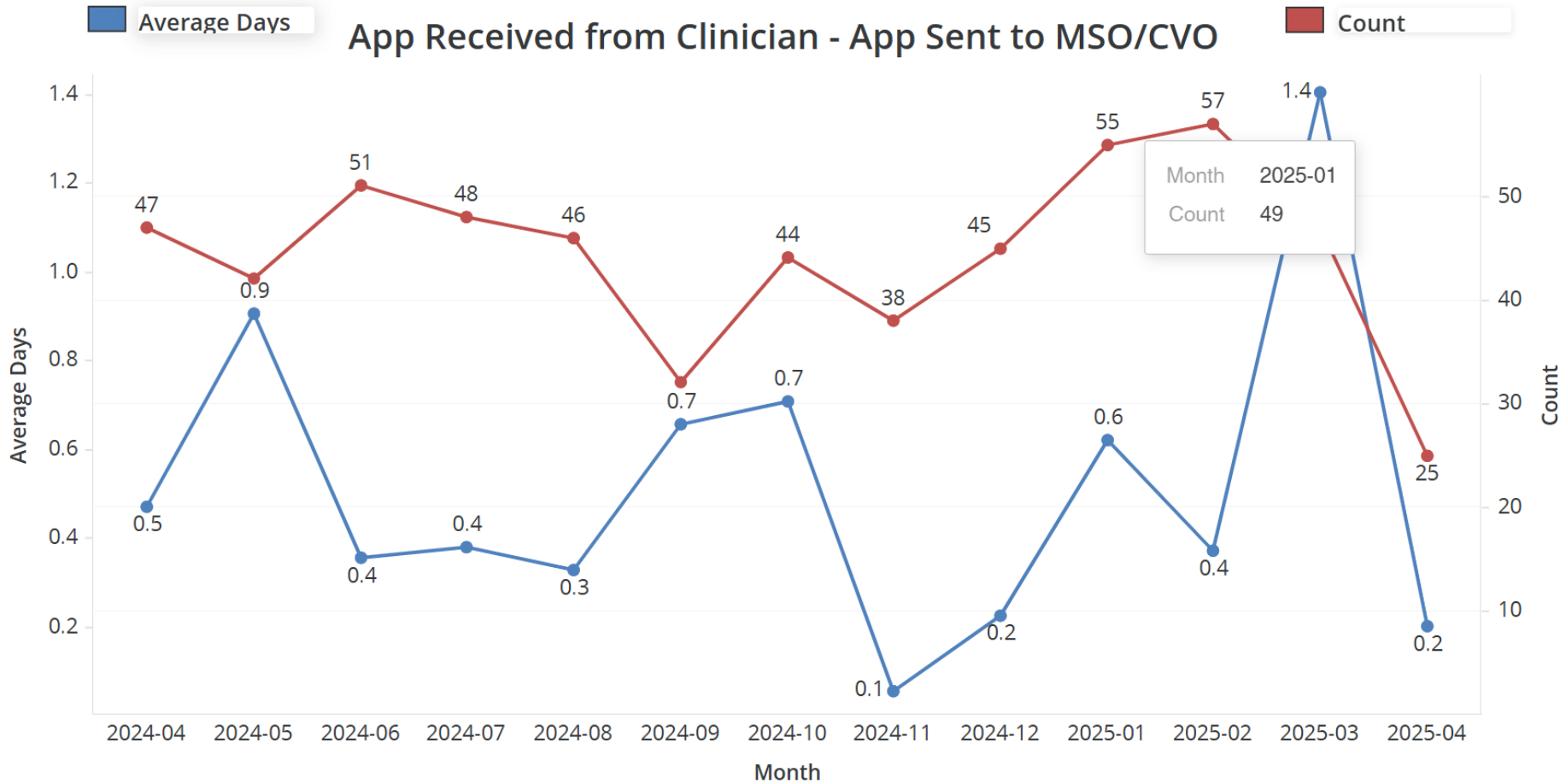
# What should you measure?

Chapter 1 : App Sent to Clinician - App Received from Clinician



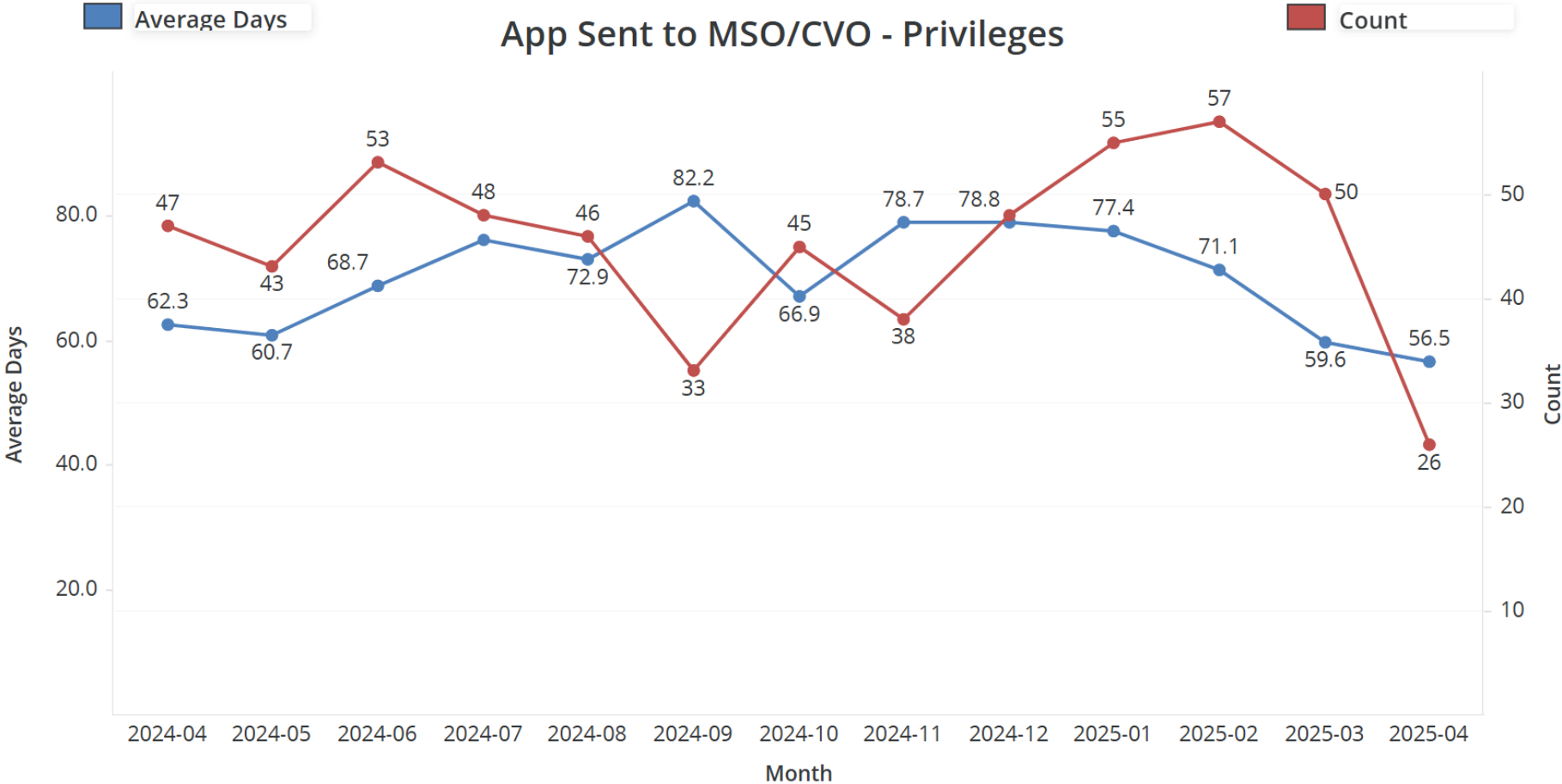
# What should you measure?

## Chapter 1 : App Received from Clinician - App Sent to MSO/CVO



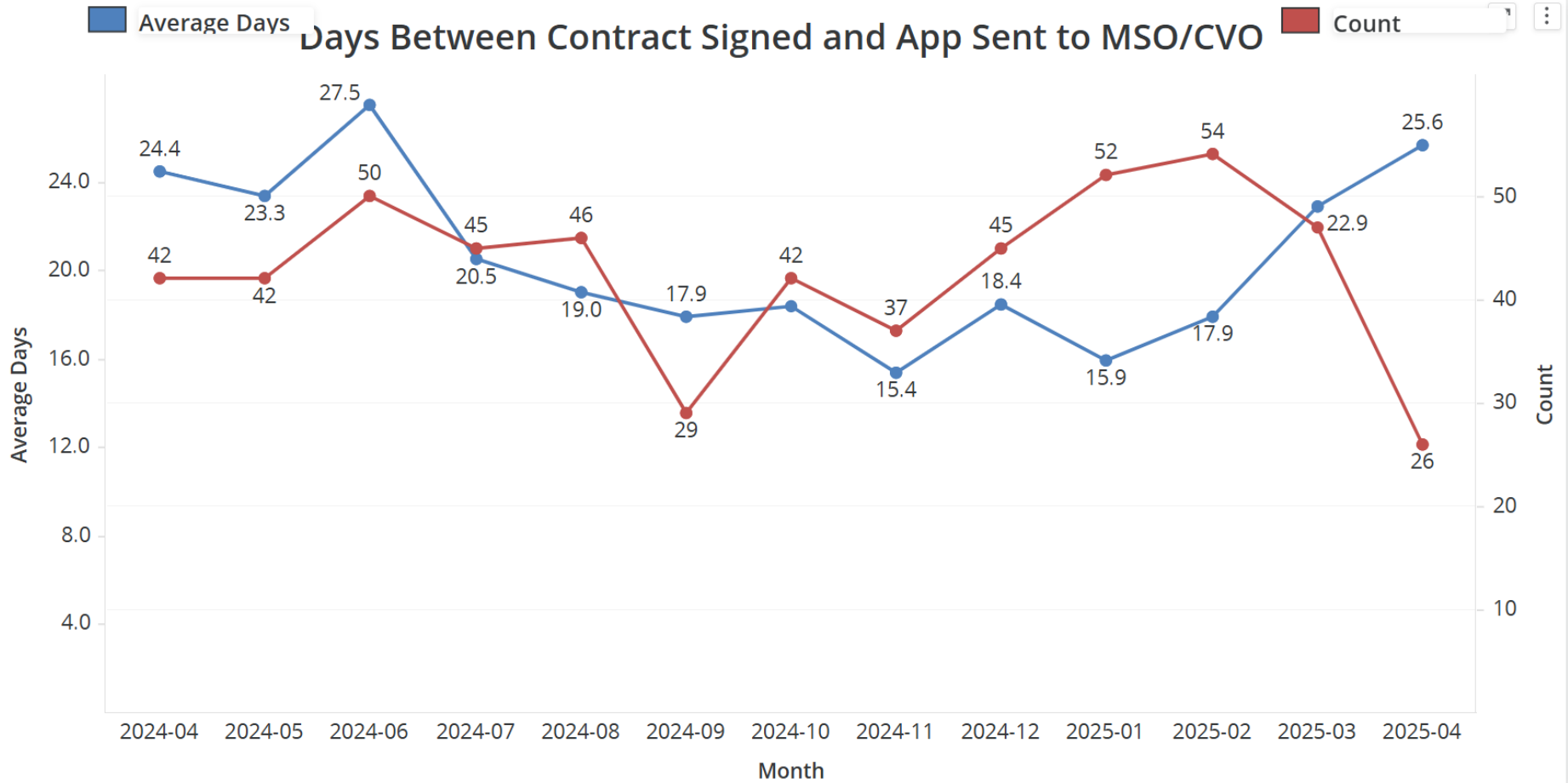
# What should you measure?

## Chapter 1 : App Sent to MSO/CVO - Privileges



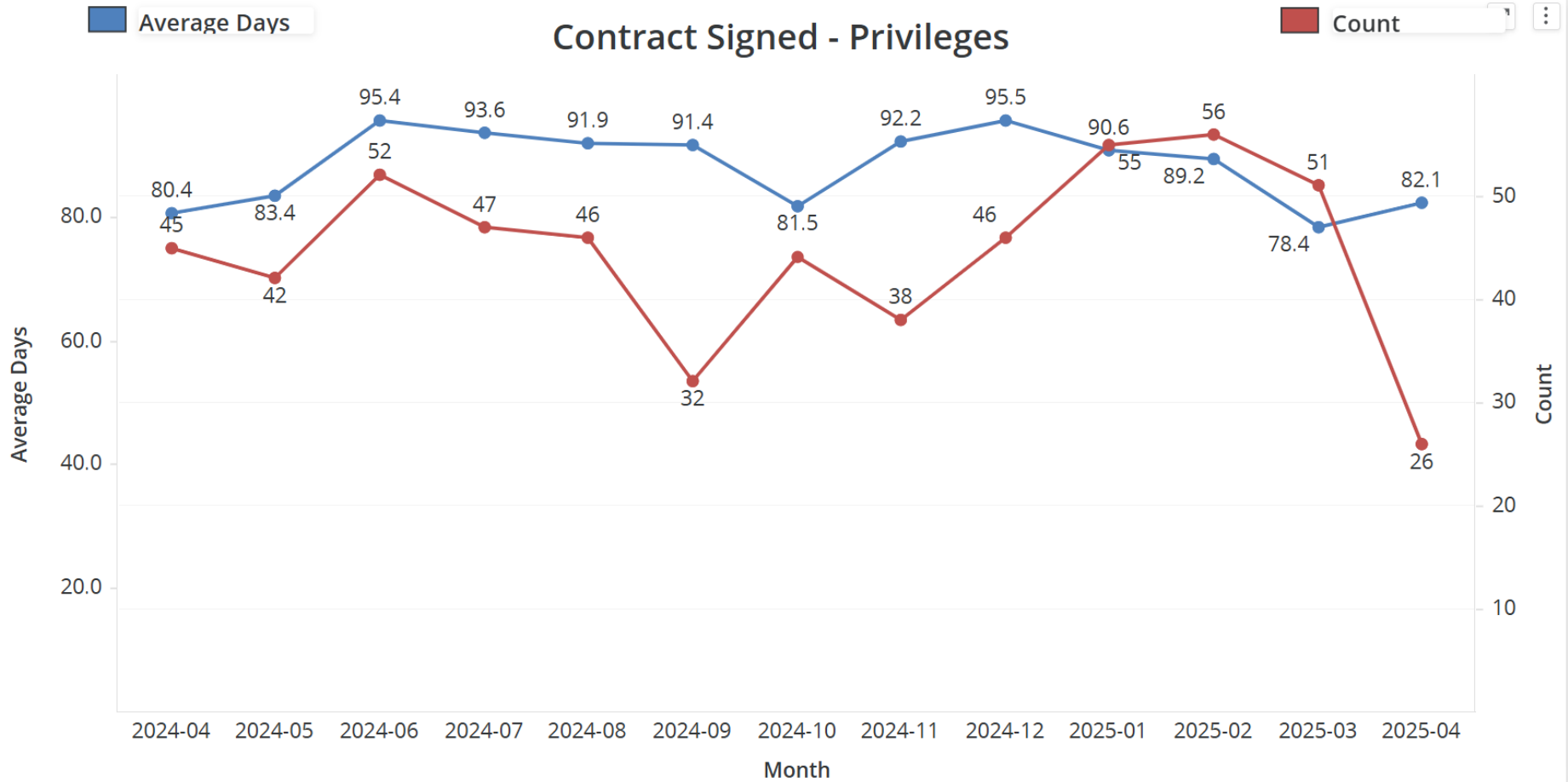
# What should you measure?

Chapter 1 : Contract Signed - App Sent to MSO/CVO



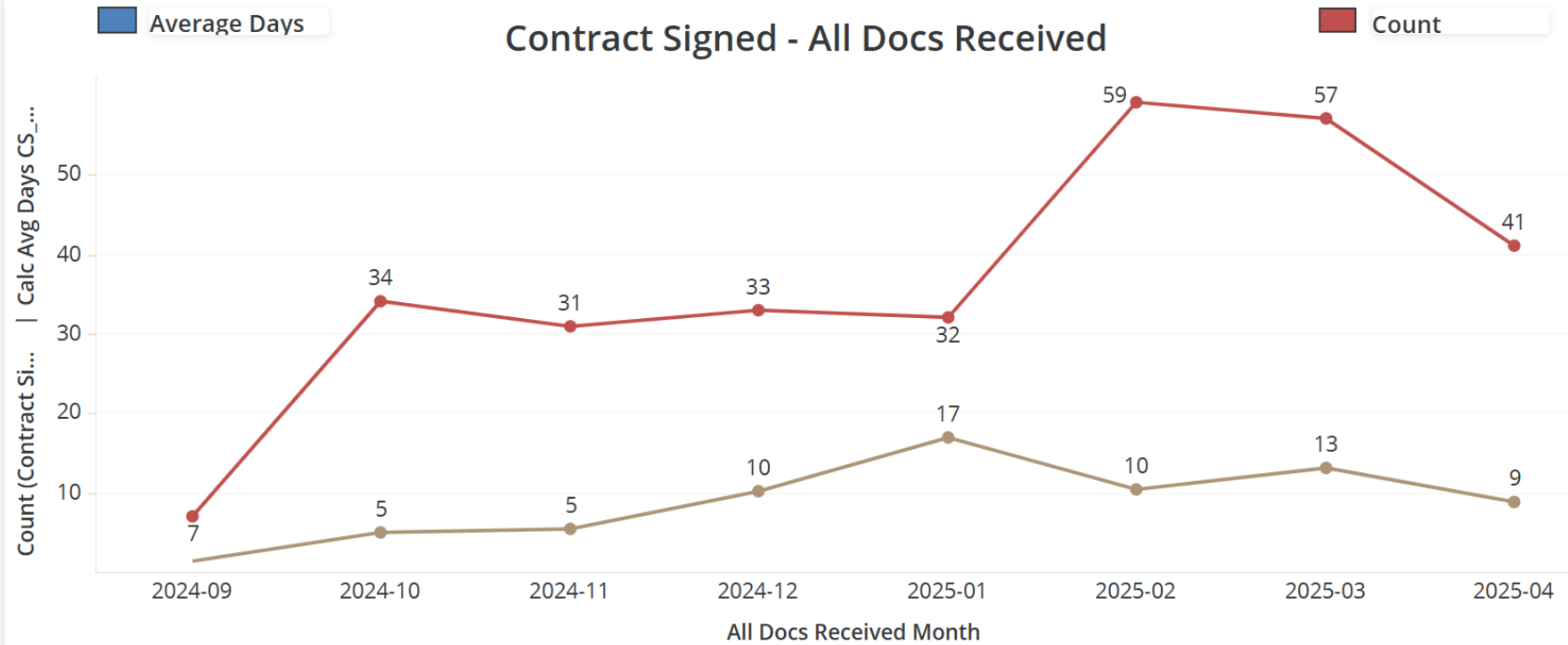
# What should you measure?

Chapter 1 : Contract Signed - Privileges



# What should you measure?

## Chapter 1 : Contract Signed - All Docs Received



Contract Signed - All Docs Received Detail (Click arrows on right to expand)

Metrics	Signed Contract - Send App to Clinician						
Team	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	Total
1 - Western Rise	8.0	10.7	31.7	23.5	34.9	25.9	23.5
2 - Delivery Team	16.0	10.1	35.8	23.8	26.1	26.0	23.4
3 - Southern Synergy	9.5	15.3	8.8	11.0	25.6	14.3	15.3
4 - North Stars	10.3	6.5	9.1	29.4	15.8	16.6	14.9
<b>Total</b>	<b>11.0</b>	<b>11.8</b>	<b>22.5</b>	<b>20.9</b>	<b>25.9</b>	<b>20.1</b>	<b>19.3</b>

Metrics	App Sent - Clinician to App Received from Clinician						
Team	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	Total
1 - Western Rise	8.1	6.2	4.0	7.4	6.9	4.6	6.5
2 - Delivery Team	6.0	5.2	7.7	9.4	6.4	7.6	7.2
3 - Southern Synergy	4.0	4.3	5.5	4.4	3.1	3.7	4.0
4 - North Stars	8.2	10.2	7.6	11.5	7.2	8.7	8.7
<b>Total</b>	<b>6.4</b>	<b>6.1</b>	<b>6.0</b>	<b>7.6</b>	<b>5.7</b>	<b>5.9</b>	<b>6.3</b>

Metrics	App Rec from Clinician - App sent to CVO/MSO						
Team	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	Total
1 - Western Rise	0.3	0.9	1.5	0.0	0.1	1.1	0.5
2 - Delivery Team	2.3	1.2	0.0	0.0	1.6	27.3	7.2
3 - Southern Synergy	0.0	0.6	1.2	1.6	0.2	0.4	0.6
4 - North Stars	0.0	0.0	2.6	0.0	0.2	0.8	0.4
<b>Total</b>	<b>0.6</b>	<b>0.6</b>	<b>1.2</b>	<b>0.5</b>	<b>0.6</b>	<b>8.7</b>	<b>2.3</b>

Metrics	App Sent - CVO/MSO to Priv						
Team	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	Total
1 - Western Rise	64.9	57.0	73.6	78.3	66.5	72.5	69.1
2 - Delivery Team	58.7	71.7	62.4	81.2	53.8	58.2	63.0
3 - Southern Synergy	69.8	82.3	62.8	76.6	71.7	63.0	70.4
4 - North Stars	59.1	61.7	88.9	87.0	100.1	82.9	76.2
<b>Total</b>	<b>64.2</b>	<b>69.8</b>	<b>70.9</b>	<b>80.3</b>	<b>68.5</b>	<b>67.1</b>	<b>69.8</b>

Metrics	Contract signed - App Sent to MSO/CVO						
Team	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	Total
1 - Western Rise	13.1	12.5	25.3	35.6	41.5	27.6	27.8
2 - Delivery Team	17.3	16.2	33.0	34.1	31.6	39.8	30.5
3 - Southern Synergy	11.0	18.2	15.7	18.5	28.3	18.2	18.9
4 - North Stars	15.3	15.8	18.8	36.8	26.3	24.9	22.6
<b>Total</b>	<b>14.1</b>	<b>16.2</b>	<b>24.0</b>	<b>30.1</b>	<b>31.4</b>	<b>27.6</b>	<b>24.7</b>

Metrics	Contract Signed - Priv						
Team	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	Total
1 - Western Rise	100.9	98.4	96.4	88.9	94.3	99.4	96.1
2 - Delivery Team	83.5	94.8	82.3	98.1	78.9	83.9	86.2
3 - Southern Synergy	84.4	89.9	81.0	83.7	87.0	81.6	84.4
4 - North Stars	77.9	83.3	109.6	117.3	120.2	98.9	98.2
<b>Total</b>	<b>85.4</b>	<b>90.1</b>	<b>90.8</b>	<b>94.9</b>	<b>90.0</b>	<b>87.9</b>	<b>89.8</b>



Dr. Christopher Rehm



Mrs. Emily Brown



Dr. Franco M. Recchia



