

Case Study: Healthcare

# North Medical Billing

## The Challenge

With more than 65 customer accounts, the staff at North Medical Billing was busy managing the various operational tasks of their clients' practices. One of their clients was in the midst of expanding. In addition to adding two practitioners and two physician assistants, they were also broadening their service offerings to include acupuncture, physical therapy and physiological services. Account Manager Michelle Buchan was already stretched thin with daily billing-related responsibilities and was well aware that processing these changes with numerous insurers and their various requirements meant a complicated credentialing project lie ahead.

## The Client

North Medical Billing is a medical billing, coding and practice management company located in Northern California. The company's list of clients includes more than 65 practices and healthcare organizations of various sizes and specialties.

## The Solution

North Medical Billing knew that bringing in an outside company to help with contracts and credentials was essential.

"We needed to enroll our physicians as soon as possible so they could begin to provide services to our patients. Knowing that a dedicated team existed that was ready to answer questions and submit the necessary paperwork was very appealing."

North Medical Billing began utilizing TriZetto Provider Solutions (TPS) in 2017 for clearinghouse services and, being pleased with the experience, quickly added the credentialing solution as an extension of their partnership. The site initially contracted credentialing services for 10 physicians and eventually added an additional 10 providers.

## The Results

In the two short years since starting services, TPS has completed more than 60 payer packets for 20 providers while completing over 160 follow-up efforts to earn credentials. According to the client, the biggest benefits of utilizing credentialing services from TPS were increased efficiency and time savings.

"If there were errors, the TPS team was able to catch those issues and correct them almost immediately. I would have not had the time to devote to this and would have had to put off resubmissions until the next day, or possibly the next week. This could have delayed credentials by weeks or even months."

Another feature that the client appreciated was that the TPS team was willing to communicate directly with providers to collect the necessary information. This essentially cut out the middleman,

Credentialing services from TriZetto Provider Solutions saved North Medical Billing approximately 20 hours a week.

speeding up the credentialing process and freeing up time for the staff to focus on other tasks.

"We could have completed credentialing ourselves, but it would not have been done in such a timely and cohesive manner. If I had to quantify the amount of time saved, I'd say about 20 hours a week – essentially a part-time employee!"

Lastly, working with the credentialing team at TPS was a seamless experience for the client.

"My contacts at TPS were always prompt and were very easy to work with. Their deep knowledge and understanding of various payer rules and requirements gave me confidence that TPS can handle any credentialing situation thrown at us," stated Michelle.

"I'm beyond grateful for their expertise."

"A devoted team that can take time-consuming tasks off my plate and complete the credentialing process quickly? That's exactly why we needed TPS!"

For more information on how TriZetto Provider Solutions can help you, call **1-800-969-3666** or visit **[www.trizettoprovider.com](http://www.trizettoprovider.com)**



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