



Case Study: Healthcare

Vascular Surgery Associates

The Challenge

Office manager Schlenia Carter was stretched thin managing the day-to-day operations of a thriving business. Being responsible for managing the credentialing process for the practice's providers added an additional time-consuming task to her already busy workload, especially given a recently-hired addition to the practice. With a new practitioner in need of credentials in a timely manner, the task of gaining credentials was more challenging than ever. Carter was aware of the time sensitivity, since it is imperative to have a provider credentialed as soon as possible to prevent lapses in claim submissions. And with a tight timeline and additional funds on the line if claims were not submitted properly (reworking denials can cost approximately \$118 a claim, according to a recent report by Becker's Hospital Review*), Carter had no time to waste. The credentialing process can be quite tedious - sometimes taking months from start to finish - and she found herself wondering where she would find the time to complete the cumbersome and time-consuming task.

The Client

Vascular Surgery Associates is a practice in Tallahassee, Florida specializing in total vascular health. Founded more than 40 years ago, the practice offers pre- and post-operative care, an in-house surgical suite and an on-site laboratory.



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A Vascular Surgery Associates

*www.beckershospitalreview.com/finance/denial-rework-costs-providers-roughly-118-per-claim-4-takeaways.html

The Solution

Vascular Surgery Associates had been a client of TriZetto Provider Solutions (TPS) for many years, but Ms. Carter was unfamiliar with their credentialing service. After learning about this additional capability, she signed up for the service immediately. Carter quickly began working with an assigned credentialing expert to gather introductory information, and then TPS took over. She did not have to fill out applications or complete complicated paperwork. From Medicare and Medicaid to numerous private insurers, TPS managed the gathering of information and the submission process to various payers from end to end.

"It was completely effortless on my part," stated Carter.

"It allowed me one less thing to worry about and freed up time so I could focus on running the practice."

> **Schlenia Carter, Office Manager**

TPS was able to complete Vascular Surgery Associates' credentialing needs in 90 days, well under the industry average.

The Results

Gaining credentials from most payers takes on average 90-180 days. Because of the expertise and dedication of the team at TPS, the majority of the credentialing and re-credentialing needs for the practitioners at Vascular Surgery Associates were completed in 90 days. Much to the delight of Carter, this was well below her anticipated timeline of 120 days. In addition to the seamless process, Carter stressed the positive customer service experience, which included a great rapport with her contacts at TPS, constant updates and the timeliness in which she received answers to her questions.

"I can't say enough good things about the credentialing services offered by TPS. I absolutely recommend the service and will definitely use TriZetto Provider Services for my re-credentialing needs!"

For more information on how TriZetto Provider Solutions can help you, call **1-800-969-3666** or visit **www.trizettoprovider.com**



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