



THE DOCTOR CAN'T SEE YOU NOW: NEW WAYS TO SPEED UP AND IMPROVE PROVIDER ON-BOARDING

Thursday, October 3rd, 2019 11:00am PT / 2:00pm ET

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HCEG
WEBINAR Series

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The HealthCare Executive Group (HCEG), was founded in 1988 by healthcare executives seeking a forum where the open exchange of ideas, opportunities for collaboration and transformational dialogue could freely ensue, especially with respect to the annually identified HCEG Top 10.





The HCEG Top 10

1. **Data & Analytics:** Leveraging data (especially clinical) to manage health and drive individual, provider and payer decisions.
2. **Total Consumer Health:** Improving members' overall medical, social, financial, and environmental well-being.
3. **Population Health Services:** Operationalizing community-based health strategy, chronic care management, driving clinical integration, and addressing barriers to health such as social determinants.
4. **Value-based Payments:** Transitioning to and targeting specific medical conditions to manage cost and improve quality of care.
5. **The Digital Healthcare Organization:** HSAs, portals, patient literacy, cost transparency, digital payments, CRM, wearables and other patient-generated data, health monitoring, and omni-channel access/distribution.
6. **Rising Pharmacy Costs:** Implementing strategies to address growth of pharma costs along with benefits to quality of care and to total healthcare costs.
7. **External Market Disruption:** New players like Amazon, Chase, Apple, Walmart, and Google.
8. **Operational Effectiveness:** Implementing lean quality programs, process efficiency (with new core business models), robotics automation, revenue cycle management, real-time/near-time point of sales transactions, etc.
9. **Opioid Management:** Developing strategies for identifying and supporting individuals and populations struggling with substance abuse/addiction or at risk of addiction.
10. **Cybersecurity:** Protecting the privacy and security of consumer information to maintain consumer trust in sharing data.

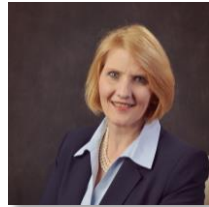
Today's Speakers

Cate McConnell

Global Industry Leader,
Healthcare Payers
Appian

Cate.McConnell@appian.com

Cate McConnell is a healthcare consulting and product executive with 20 years of experience in payer strategy, operations, claim optimization and EDI. Cate earned her MBA from Duke University's Fuqua School of Business.



Fritz Haimberger

Global Industry Leader,
Healthcare Providers
Appian

Fritz.Haimberger@appian.com

Fritz is a healthcare consulting, sales, and management executive with 20 years of HIT, clinical operations, and revenue cycle experience. Fritz holds a B.E. in Biomedical Engineering from Vanderbilt University.



Kirsten Prucha

Global AVP Digital Enterprise
Luxoft, a DXC Technology Company

KPrucha@luxoft.com

Kirsten has more than 30 years of experience working with health plans, third party administrators, dental plans and PPO networks. Kirsten has 6+ years consulting experience related to technology and BPO services designed to improve processes and reduce costs. Kirsten earned a BA at Virginia Tech.



Ryan VanDePutte

Associate Director, Appian Account
Bits in Glass (BiG)

Ryan.Vandeputte@bitsinglass.com

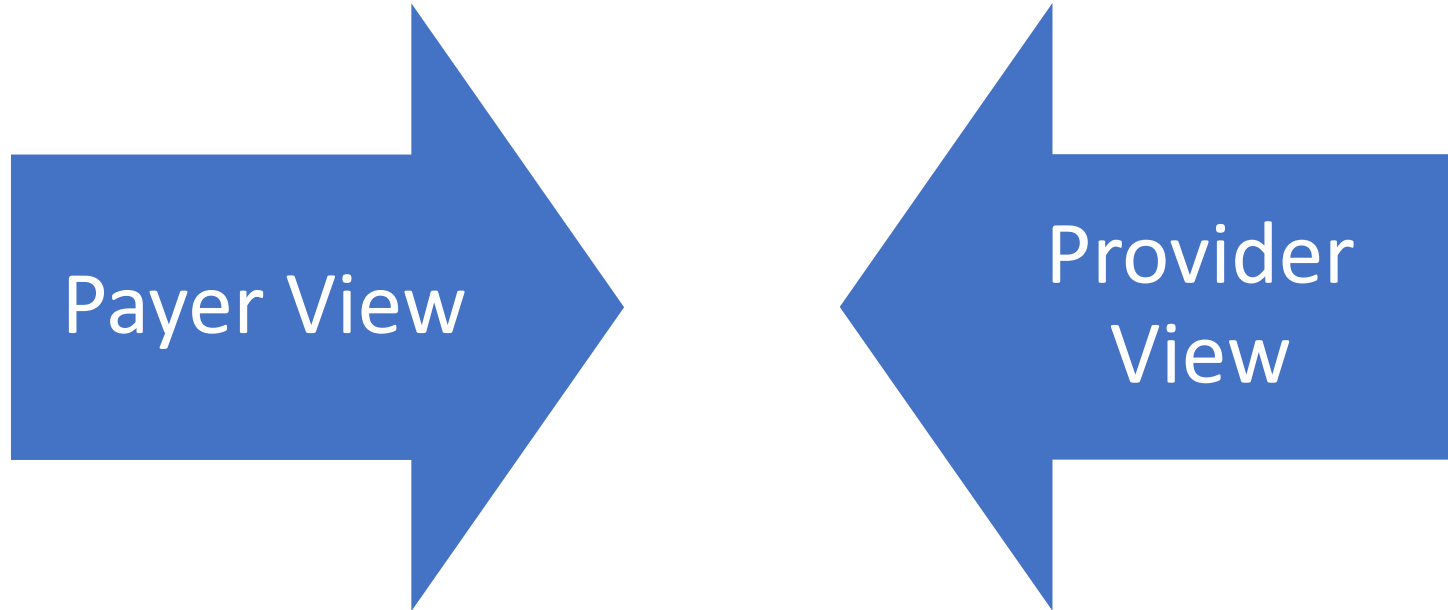
Ryan is an Associate Director at Bits In Glass where he's responsible for managing and executing the full delivery and implementation of custom Appian solutions for Bits In Glass' clients. Ryan has nearly a decade of experience providing project and portfolio management as well as strategic guidance and advisory services for some of the nation's largest healthcare companies.



Agenda

- Provider Onboarding Introduction
 - Two Views: Payer & Provider
 - Current State
 - Challenges
- Top 5 Considerations in Provider Onboarding Improvement Initiatives
- Tool & Technology Solutions to Provider Onboarding Challenges
- Questions

What is Provider/Clinician Onboarding?



- Final step in challenging process of recruiting and credentialing
- Fulfills network strategy and duty to members
- Highly administrative function with low-value added

- Last step after challenging process of recruiting and hiring
- Fulfills service strategy and duty to patients
- Highly administrative function with low-value added

Key Onboarding Activities

Provider Network Management

Strategy & Recruitment

New Contracts/
Contract Amendments

Data Updates and Corrections

Terminations

Credentialing & Contracting

New Credentialing

Re-Credentialing

Attestation

New Contracts /
Contract Administration

Provider Data Management

Enrollment

Data Updates & Corrections

Provider Monitoring

Terminations

Clinician Onboarding

Recruiting

Licensure Validation

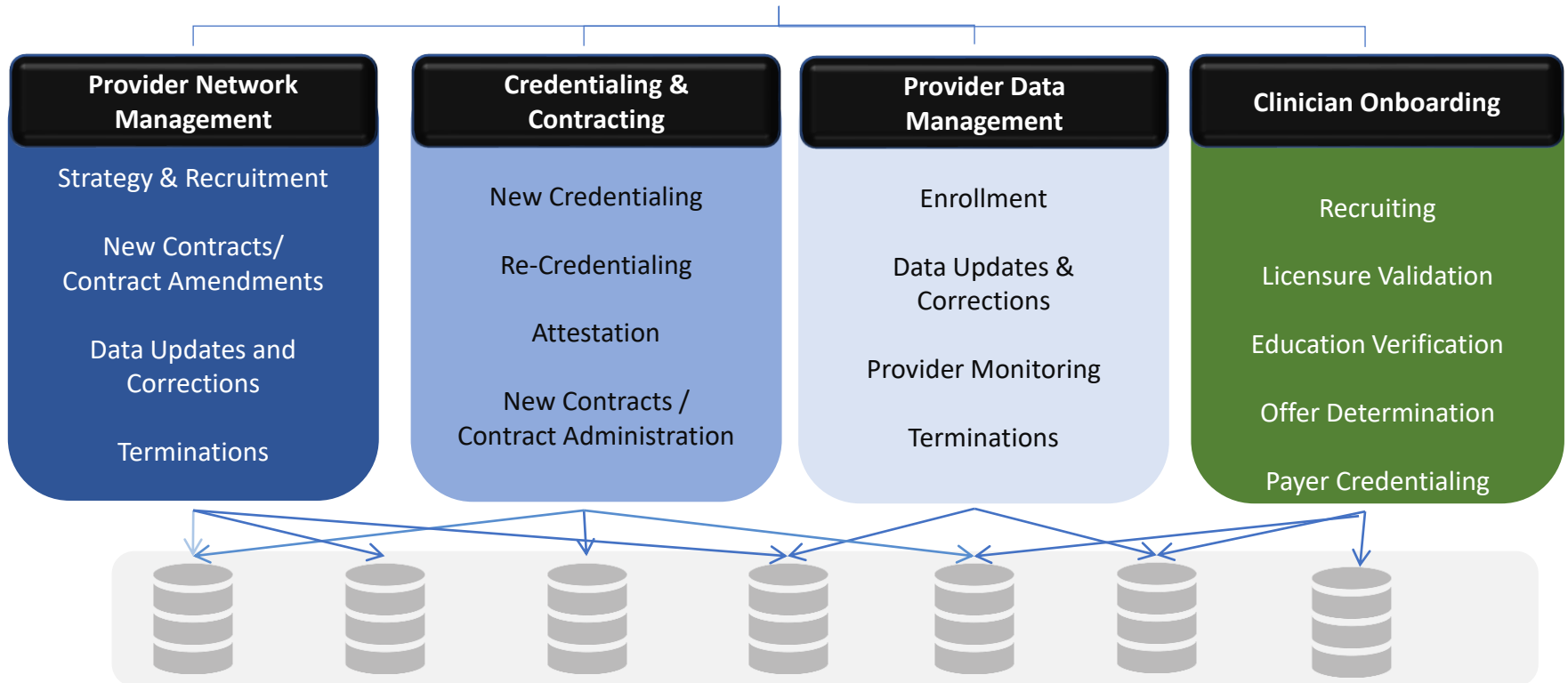
Education Verification

Offer Determination

Payer Credentialing

Often Run on Siloed Applications with Manual Process Interventions

Siloed Business Functions & Applications



Systems of Record

What Can Go Wrong?

Payers ...

2017 CMS audit of Medicare Advantage online provider directories found that 52.2% contained inaccuracies.



Payers take 120 days on average to credential each provider.



Payers estimated to spend more than \$2 billion/yr maintaining provider databases. Up to 75% of these costs could be eliminated by establishing a single source of truth.



Providers ...

Hospital Systems reported on average of 90 days to get an APP onboarded. Average lost revenue per APP is \$150,000 - \$600,000, depending on specialty.



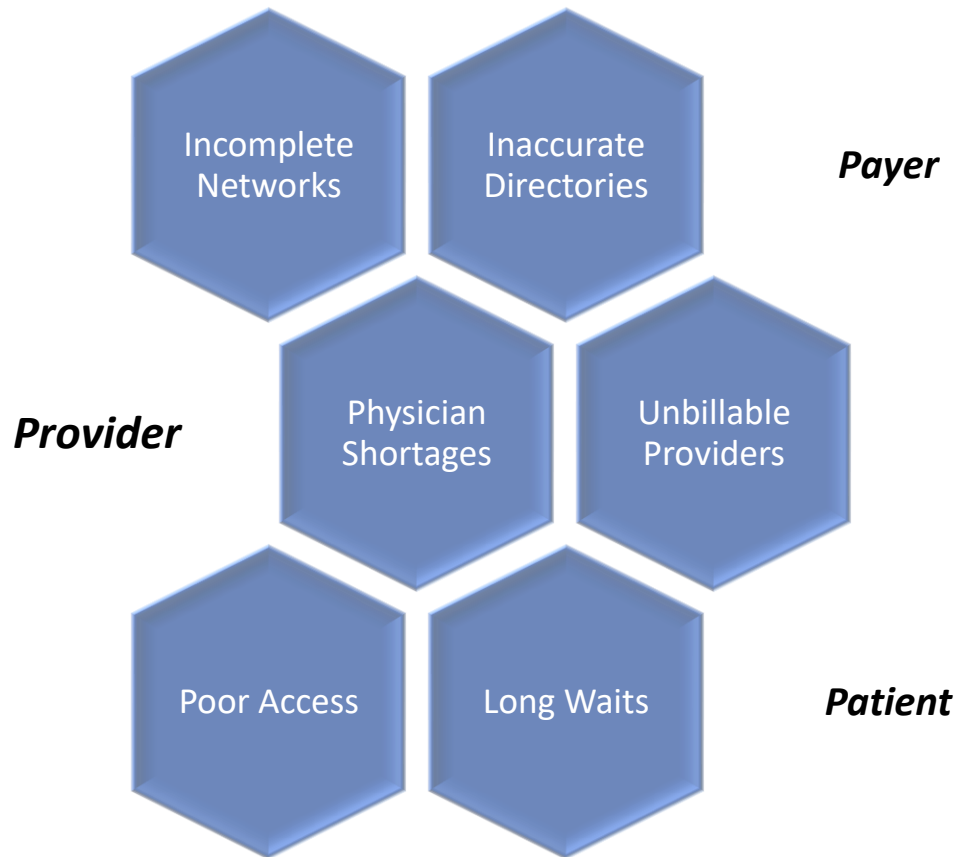
Large provider groups may have to supply information to 3 dozen or more health plans – often each quarter.



Each physician submits an average of 18 applications for credentialing annually.

Current State in Provider Onboarding

Payers, Providers and Patients all experience frustration when providers are not onboarded quickly and efficiently.



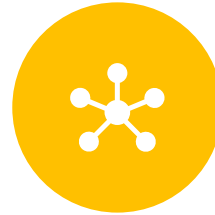
Change Drivers in Provider Onboarding



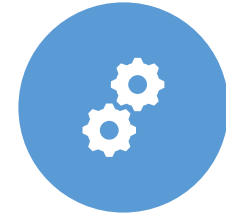
INCREASING NUMBER
OF “PAY-VIDERS”



GROWING TREND OF
EMPLOYED PHYSICIANS



INCREASINGLY
COMPLEX NETWORK
STRATEGIES



DESIRE FOR UNIVERSAL
CREDENTIALING
STANDARDS



MOVE TOWARD CLOUD
ADOPTION



PRESSURE FOR GREATER
VISIBILITY & REPORTING

Solving the Challenge with Technology



Payers have invested in numerous solutions for each step of the Provider Lifecycle Management process.

Providers know that onboarding clinicians is different and more complex than onboarding other types of employees.

They both lack a single common view of the entire process.

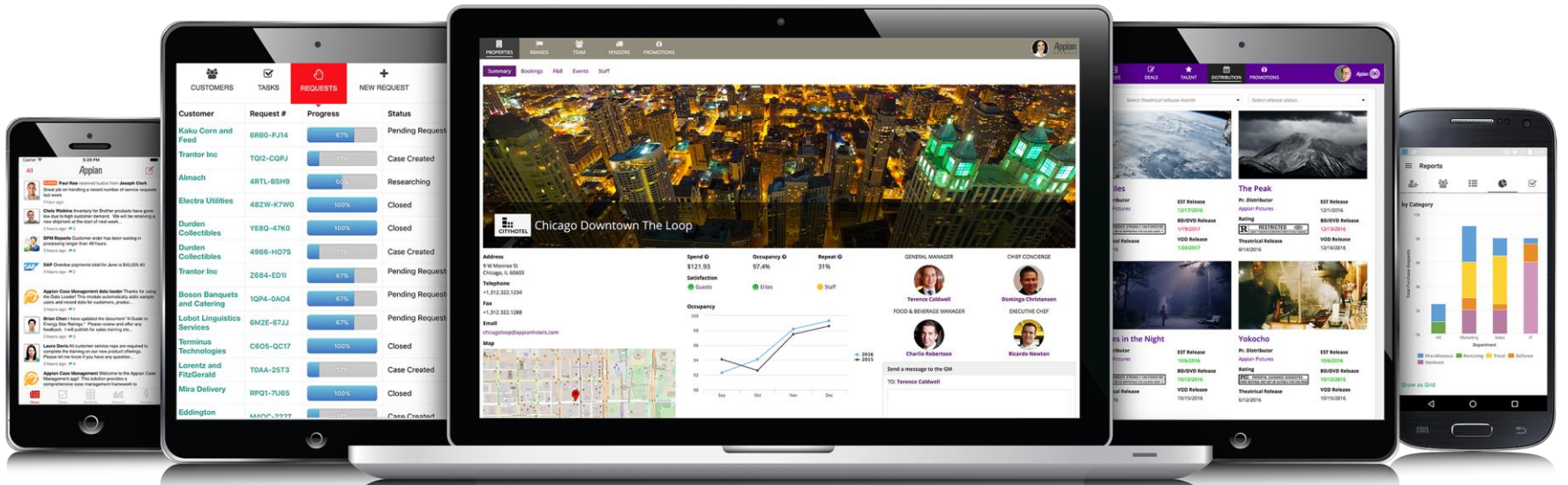


Increasingly viable option: create a custom solution for your organization rather than reconfigure COTS software.

Low-code development makes it possible to do this using Agile delivery in short time windows.

About Appian

Appian is a low-code platform for building enterprise software applications. Build an Appian app once and run it on any device.



About Luxoft and DXC Technology

As of June 2019, Luxoft became part of the DXC Technology Family

Market leader in clinical and business transformation, population health management, claims management, regulatory transformation and national healthcare programs.

50+ YEARS OF SERVICE	Delivering healthcare and life sciences software and services	1.3B ANNUAL CLAIMS	Healthcare claims processed annually	630M MEDICAID CLAIMS	Processed annually
15K IT PROFESSIONALS	Dedicated to supporting health and life sciences clients worldwide	>100 MILLION RECORDS	Electronic medical records maintained	#1 PROVIDER	Of Medicaid process management services, touching 48M lives
1M+ SOFTWARE USERS	Of software and integrated systems	15K PHARMA PRODUCTS	Pharma product approvals supported	84%+ TOP 50 GLOBAL PHARMA COMPANIES	Use regulatory transformation solutions
6 of 10 TOP 10 FORTUNE 500 HEALTHCARE	Top 10 Global Fortune 500 healthcare companies are clients	650% INCREASE	In clinician case load capacity with Health360 and Public Health solutions	100% U.S. FORTUNE 500 PHARMA	Top 250 U.S. Fortune 500 Pharma companies are clients



About Bits in Glass (BiG)

- An award-winning software consulting firm helping companies outpace the competition, drive rapid growth, and deliver superior customer value through technology
- North American coverage
 - Denver (US head office), Dallas, and New York
 - Edmonton (CAN head office), Calgary, Toronto, and Montreal



Top 5 Considerations for Provider Onboarding Transformation

1

Tailor your solution for best user and customer experience

2

Design for future changes and technologies (RPA, blockchain)

3

Reduce need to rewrite existing systems as your business changes

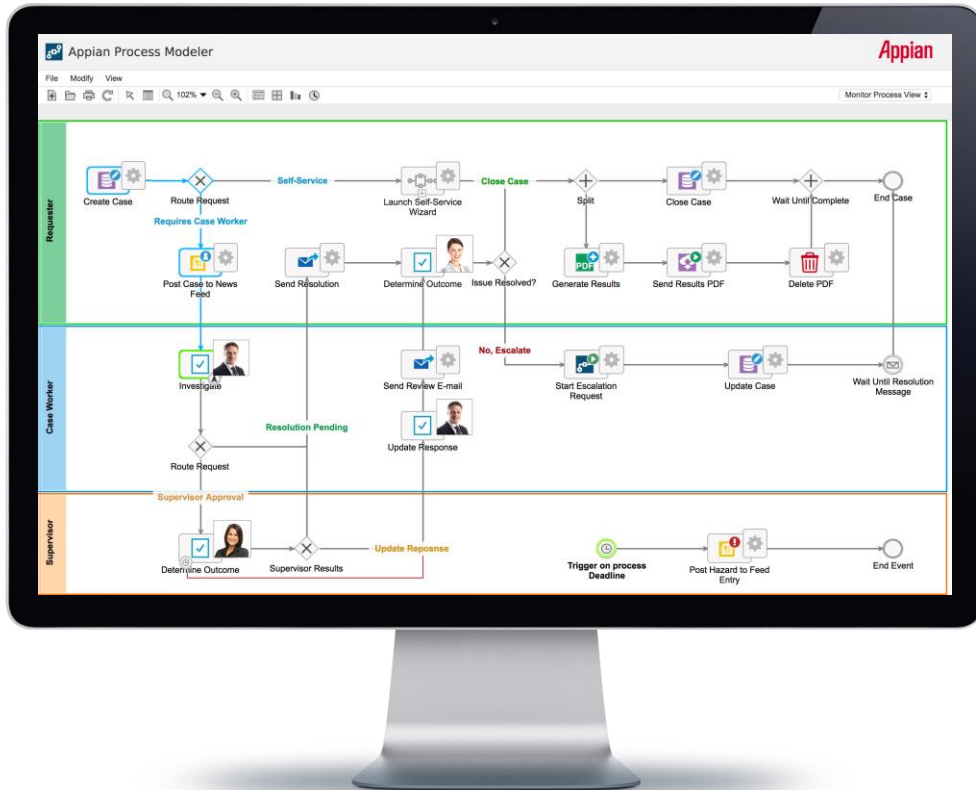
4

Build in auditability and reporting from the start

5

Assign higher value work to employees

Low-Code: Draw a Picture, Build a Program



Logical Flowchart



Wizards and Prebuilt Interfaces



Reusable Objects



Build Once for All Devices



6x - 20x Faster than Custom Code*

Making a Business Case for Low-Code Build



Process Breakdown & Optimization

- Engage knowledgeable resources across teams
- Uncover bottlenecks and redundancies



Tailored Applications

- Connect disparate systems
- Flexibility enables organizations to adapt quickly



Scalability

- Expand on features and functionality
- Customize behaviors and make data actionable

Blockchain



Blockchain is a secure, verifiable, distributed transaction ledger where everyone who participates has an identical copy.



Smart contracts are computerized transaction protocols that validate and execute contract terms.

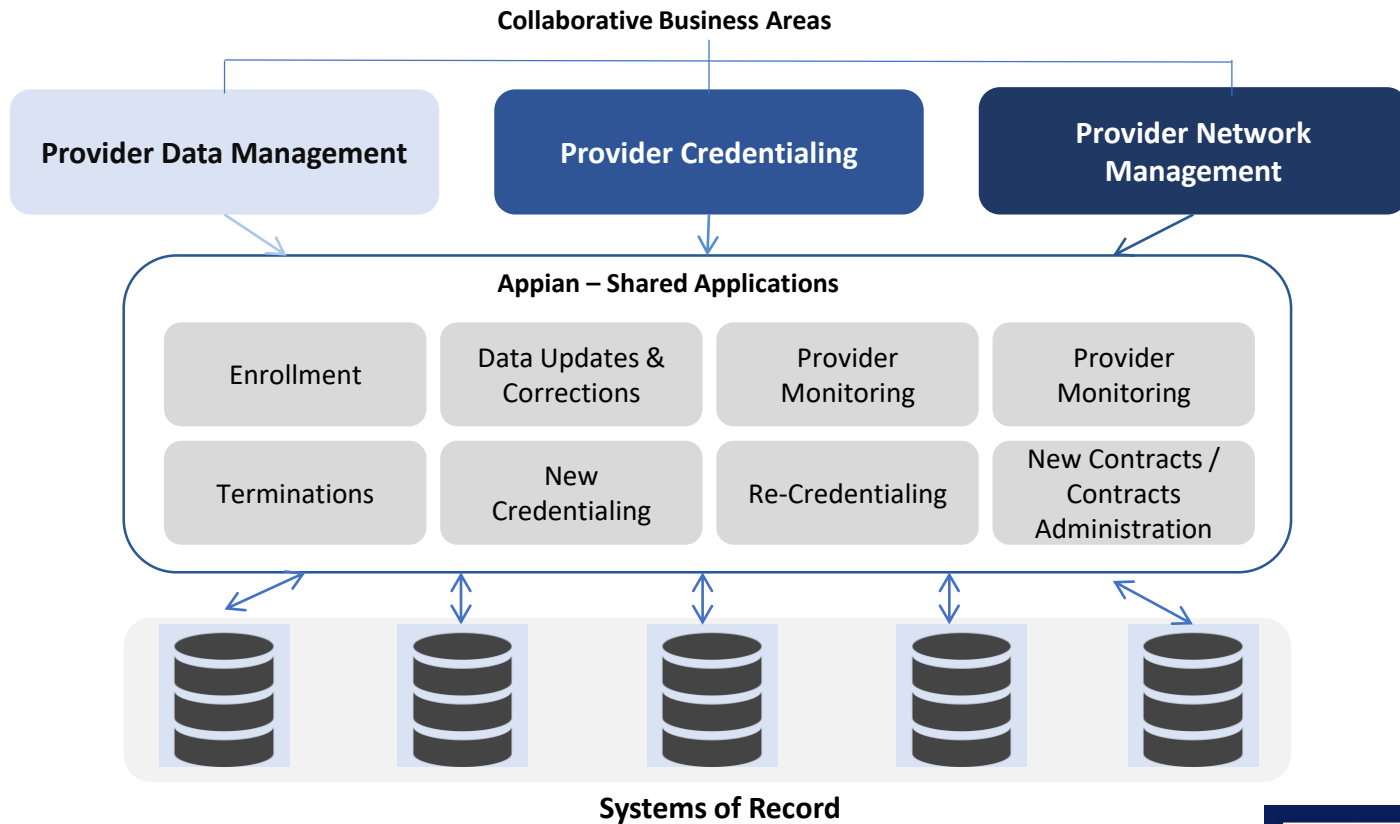


Payers and providers could use these tools for frictionless credentialing, contracting and onboarding.

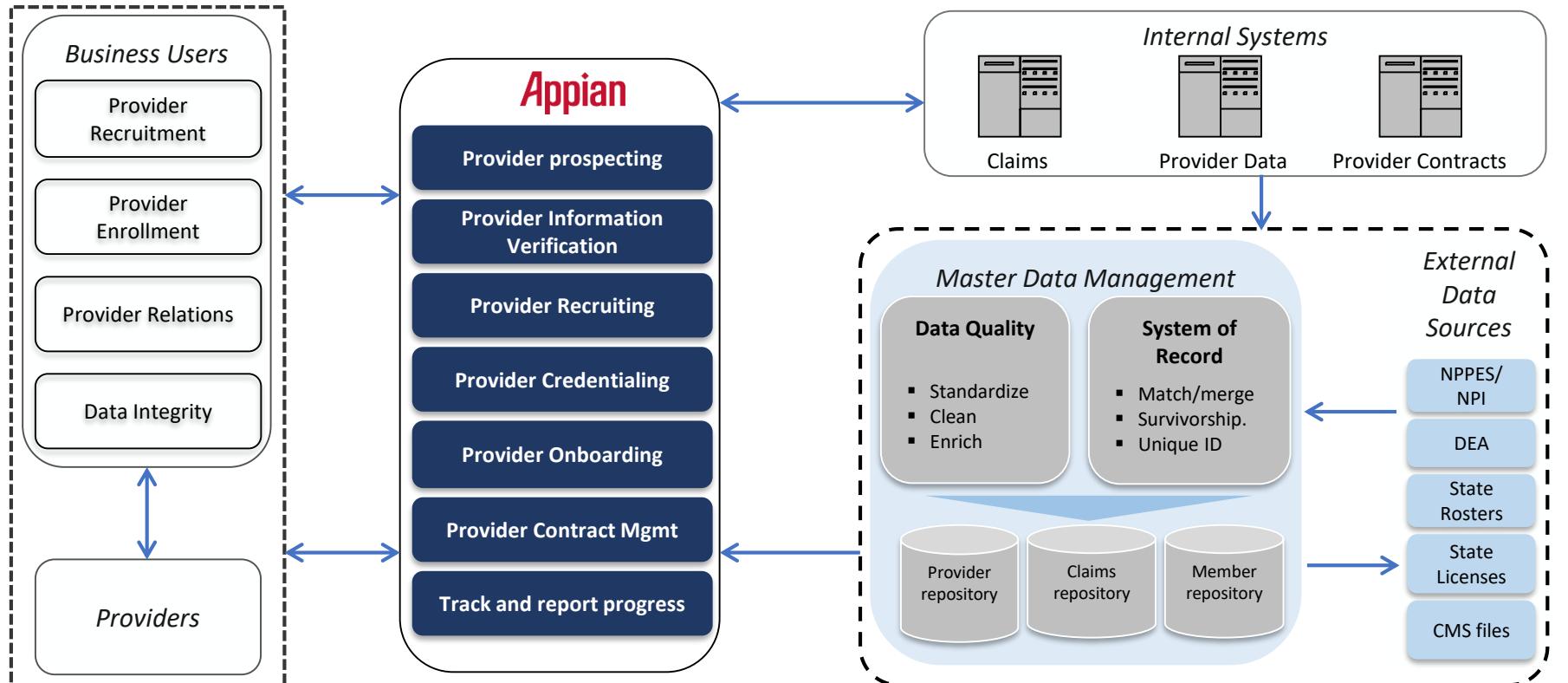


Providers would maintain control of their credentialing information in asset registries

Integrated Platform for Provider Onboarding and Related Activities



Provider Lifecycle Management Platform View



Clinician Onboarding Solution

HOME POSITIONS CANDIDATES POST JOB Clinician Onboarding

My To-Do

Task	Deadline	Status	Candidate	On Time	Assigned To	Priority	Received
IT Equipment	8/14/2018 8:00 PM EDT	⚙️	Noam Curry	✅	HPO IT	🔔	7/26/2018 2:23 PM EDT
Identify Payer Contracts	7/28/2018 8:00 PM EDT	⚙️	Elvin Land	❌	HPO Finance	🔔	7/26/2018 2:13 PM EDT

Candidate Tracker

Candidate	Location	Status	Paperwork	Application Date
Verna Litster Head Neurologist	Durham Memorial Durham, NC	Ready to Bill Onboarding Complete	100%	Aug 1, 2018
Hanson Dederick Nurse Manager	Austin Health Austin, TX	Ready to Bill Onboarding Complete	100%	Aug 1, 2018
Domingo Yglesia MRI Technician	Dallas Surgical Hospital Dallas, TX	Collect Documentation On Time	40%	Jul 30, 2018
Josephina Purves Emergency Room Physician	First Restorative Institute for Therapeutic Zones Knoxville, TN	Collect Documentation Behind Schedule	20%	Jul 26, 2018
Noam Curry	Austin Health	Collect Documentation	60%	Jul 26, 2018

Position Spotlight

X-Ray Technician

- Radiology
- Austin Health
- Radiation Tech
- Radiology
- Austin, TX
- \$32k

Emergency Room Physician

- Emergency Medicine
- First Restorative Institute for Therapeutic Zones
- Knoxville, TN
- MD/DO
- Regional Emergency Ward
- \$75k

Nurse Manager

- Internal Medicine
- Austin Health
- Nursing
- Oncology
- Austin, TX
- \$125k

MRI Technician

- Orthopaedic
- Med Tech

Application Checklist

- Candidate Information
- Medical License
- Education
- Specialty Boards
- Clinical Certifications
- Publications
- Candidate Preferences

Medical License

License Number * 28356
 Profession * Emergency Medical Professor
 Rank * Advanced Emergency Medical
 Issue Date * 06/16/2002
 Expiration Date * 05/31/2019
 Status * Licensed
 Unlicensed
 Suspended
 Expired
 NPI * 1760590707
 DEA Number
 National Provider Identifier
 Certification Letter * Sample Medical License (jpg - 145.18 KB)

Position Details

Overview | Description | Highlights | Location

Emergency Room Physician

Specialty: Emergency Medicine
 Type: MD/DO
 Employment: Full-time
 Experience: Mid-level
 Start Date: 7/6/2018
 Posted: 12 days ago

Medical License Details

Health Professional Boards
 License Renewal
 Related Topics
 Filing a Complaint on a Health Care Professional

1. HAMBERGER, FREDERICK WALTER
 Franklin, TN 37064
 License Number: 28356
 Status: Licensed
 Profession: Emergency Medical Personnel
 Rank: Advanced
 Original Date: 08/16/2002
 Expiration Date: 05/31/2019

Appian

Welcome Domingo Yglesia!

Congratulations and welcome to Physician Medical Associate Corporation! Please complete any action items below at your earliest convenience. If you have any questions or need assistance during the process, please reach out to the hiring manager, Ben Siegel at ben.siegel@appian.com

In the meantime, please enjoy our short video introducing you to our wonderful company culture.

Action Items

Task	Candidate	Received	Priority	Status	Deadline	On Time
Complete Retirement Form	Domingo Yglesia	7/30/2018 3:25 PM EDT	🔔	⚙️	8/27/2018 8:00 PM EDT	✅
Complete I-9	Domingo Yglesia	7/30/2018 3:25 PM EDT	🔔	⚙️	8/25/2018 8:00 PM EDT	✅

Welcome Video

0:23 / 2:17

Trending in Health Care

Health Care Company Closing 150-Worker Illinois Call Center
 8/1/2018: DECATUR, ILL. (AP) — A health care company is closing a central Illinois call center less than three years after it opened and laying off about 150 workers. Convey Health Solutions has notified state and city officials that it will permanently close its ...

The Health 202: Meet the unicorn of health-care policy



Questions



EXECUTIVE LEADERSHIP ROUNDTABLE AT HLTH
**FLYING THE PLANE WHILE BUILDING THE PLANE:
DO YOU HAVE WHAT IT TAKES TO PILOT
THE TRANSFORMATION OF HEALTHCARE?**

Wednesday, October 30th, 2019 12:00PM to 3:00PM PT

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HCEG

Executive
Leadership
Roundtable

www.hceg.org/elr

Email jr@hceg.org to register!

Share YOUR Insight on the Challenges, Issues, & Opportunities facing HealthCare in 2020



INFLUENCE THE FUTURE OF HEALTHCARE:

Take the 10th Annual Industry Pulse Survey

Developed by Change Healthcare in partnership with the *HealthCare Executive Group (HCEG)* over the past nine years, the **Industry Pulse Research Survey** is based on the HCEG Top 10 challenges, issues, and opportunities, as voted on by HCEG membership during the HCEG's Annual Forum.

Join the Conversation!

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