

# CREDENTIALING IN CLOUD

CredenceChain

Unlocking Scalability, Security, and Cost Savings for Healthcare Organizations



A COMPREHENSIVE SOLUTION FOR HEALTHCARE  
ORGANIZATIONS

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# EXECUTIVE SUMMARY

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Credencechain is born in cloud. Credentialing is a critical yet cumbersome process that can make or break healthcare organizations. As the industry evolves, credentialing must adapt to meet the demands of scalability, security, and cost savings.

Provider Credentialing remains a labor-intensive, high-stakes process that can drain resources and compromise compliance. This white paper explores the transformative power of cloud-based credentialing, enabling healthcare organizations to:

- Scale credentialing operations effortlessly
- Fortify security and compliance postures
- Capture significant cost savings

***" Cloud computing can reduce IT costs by up to 40%. "***

*\* Source: Gartner.*

# CHALLENGES IN MANAGING GROWING PROVIDER NETWORKS

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Managing growing provider networks presents several challenges that are critical for stakeholders to address. As networks expand, maintaining accurate and up-to-date credentialing data becomes increasingly complex, demanding robust systems for verification and compliance. The sheer volume of providers can overwhelm traditional processes, leading to inefficiencies and potential errors. Additionally,

ensuring consistent and timely updates across a vast array of providers requires sophisticated technology solutions to streamline data management and integration. Addressing these challenges effectively is crucial for stakeholders seeking to optimize provider network operations and enhance overall service quality.

### **CREDENTIALING BACKLOG**

Managing a high volume of credentialing requests can lead to delays and backlogs.

According to a survey by the Medical Group Management Association (MGMA), 71% of healthcare organizations experience credentialing delays. (MGMA, 2020)

The average credentialing process takes 120 days, resulting in significant delays in provider onboarding. (HFMA, 2019)

### **INACCURATE OR INCOMPLETE DATA**

Inaccurate or incomplete data can lead to credentialing errors and compliance issues.

- A study by the National Association of Medical Staff Services (NAMSS) found that 30% of credentialing applications contain errors. (NAMSS, 2019)
- Inaccurate data can result in an estimated \$1,500 to \$2,000 in additional costs per provider. (AMA, 2020)

### **LACK OF STANDARDIZATION**

Lack of standardization in credentialing processes can lead to inefficiencies and errors.

- According to a survey by the American Medical Association (AMA), 60% of healthcare organizations use manual processes for credentialing. (AMA, 2020)
- Standardizing credentialing processes can reduce costs by up to 50%. (HFMA, 2019)

## INSUFFICIENT RESOURCES

Insufficient resources can lead to delays and inefficiencies in credentialing processes.

- A study by the Healthcare Financial Management Association (HFMA) found that 55% of healthcare organizations lack sufficient resources for credentialing. (HFMA, 2019)
- Increasing credentialing staff by 10% can reduce credentialing time by up to 20%. (MGMA, 2020)

## COMPLIANCE RISKS

Compliance risks can result in significant fines and penalties.

- According to a survey by the National Association of Medical Staff Services (NAMSS), 45% of healthcare organizations have experienced a credentialing-related compliance issue. (NAMSS, 2019)
- The average cost of a credentialing-related compliance violation is \$100,000. (AMA, 2020)

### References:

American Medical Association (AMA). (2020). 2020 Physician Credentialing Report.

Healthcare Financial Management Association (HFMA). (2019). Automation in Healthcare: A Guide to Getting Started.

Medical Group Management Association (MGMA). (2020). 2020 MGMA Survey of Credentialing and Privileging.

National Association of Medical Staff Services (NAMSS). (2019). 2019 NAMSS Membership Survey Report.

***" Cloud scalability enables businesses to increase capacity by 1000% in just 10 minutes"***

\* Source: AWS.

# WHY SCALABILITY MATTERS IN PROVIDER CREDENTIALING:

## INDUSTRY TRENDS AND INSIGHTS

Scalability in provider credentialing is crucial as networks expand and regulatory demands increase, requiring systems to efficiently manage growing volumes of data and maintain compliance. Industry trends emphasize the need for adaptable solutions that can handle diverse and evolving credentialing requirements, ensuring seamless integration and operational efficiency across larger, more complex provider networks.

## GROWING PROVIDER NETWORKS

The healthcare industry is experiencing a surge in provider networks, driven by consolidation, mergers, and acquisitions. As a result, credentialing teams are faced with an increasing volume of providers to credential, re-credential, and maintain. Scalability is crucial to manage this growth efficiently, ensuring timely and accurate credentialing.

## VALUE-BASED CARE AND NETWORK EXPANSION

The shift towards value-based care has led to an expansion of provider networks, as healthcare organizations seek to increase their reach and improve patient outcomes. Scalable credentialing processes enable organizations to quickly onboard new providers, ensuring seamless network growth and optimal patient care.

## REGULATORY COMPLIANCE AND ACCREDITATION

Scalability in credentialing is also essential for maintaining regulatory compliance and accreditation. As provider networks grow, so does the complexity of credentialing requirements. Scalable processes help ensure that all providers meet the necessary standards, reducing the risk of non-compliance and accreditation issues.

The healthcare industry is embracing digital transformation, and credentialing is no exception. Scalable credentialing processes can be automated, streamlining workflows, and reducing manual errors. This enables credentialing teams to focus on high-value tasks, improving overall efficiency and productivity.

**PATIENT SAFETY AND QUALITY CARE**

Ultimately, scalability in credentialing matters because it directly impacts patient safety and quality care. By ensuring that all providers are properly credentialed and qualified, healthcare organizations can provide optimal care, reducing medical errors and improving patient outcomes.

***" Cloud-based businesses INNOVATE 2x faster than non-cloud-based businesses"***

*\* Source: Salesforce.*

**CLOUD - BASED  
CREDENTIALING: A  
SCALABLE SOLUTION****"LEVERAGING CLOUD TECHNOLOGY FOR EFFICIENT  
PROVIDER CREDENTIALING"**

Cloud-based credentialing offers a scalable solution by providing on-demand access to a centralized, adaptable platform that grows with your network's needs. This approach ensures real-time updates, streamlined processes, and enhanced data security, making it easier to manage increasing volumes of provider information efficiently.

## **CLOUD-BASED CREDENTIALING: A GAME-CHANGER**

Cloud technology has revolutionized provider credentialing, enabling healthcare organizations to streamline processes, reduce costs, and improve efficiency. Cloud-based credentialing solutions offer a scalable, flexible, and secure way to manage provider data, automate workflows, and facilitate collaboration.

### **AUTOMATING MANUAL PROCESSES**

Cloud-based credentialing automates manual processes, such as data entry, document management, and primary source verification. This reduces errors, increases productivity, and frees up staff to focus on high-value tasks. Automated workflows also enable real-time tracking and monitoring, ensuring timely completion of credentialing tasks.

### **SCALABILITY AND FLEXIBILITY**

Cloud technology provides scalability and flexibility, enabling healthcare organizations to easily adapt to changing credentialing needs. Cloud-based solutions can handle large volumes of provider data, scale up or down as needed, and integrate with existing systems, ensuring seamless workflow integration.

### **ENHANCED SECURITY AND COMPLIANCE**

Cloud-based credentialing solutions offer enhanced security and compliance features, such as encryption, access controls, and audit trails. This ensures that sensitive provider data is protected, and regulatory requirements are met, reducing the risk of non-compliance and data breaches.

### **REAL-TIME COLLABORATION AND COMMUNICATION**

Cloud technology enables real-time collaboration and communication among credentialing teams, providers, and stakeholders. This facilitates faster issue resolution, improves provider satisfaction, and ensures that all parties are informed and up-to-date throughout the credentialing process.

### **DATA ANALYTICS AND INSIGHTS**

Cloud-based credentialing solutions provide valuable data analytics and insights, enabling healthcare organizations to track key performance indicators, identify trends, and optimize credentialing processes. This data-driven approach helps improve efficiency, reduce costs, and enhance provider quality.

# SCALABILITY IN THE CLOUD: BENEFITS FOR HEALTHCARE ORGANIZATIONS

## **UNLIMITED CAPACITY**

Cloud scalability provides healthcare organizations with unlimited capacity to manage growing provider networks, without the need for costly infrastructure upgrades or new equipment. This enables seamless handling of increased credentialing volumes, ensuring timely and efficient processing.

## **RAPID DEPLOYMENT**

Cloud-based credentialing solutions can be rapidly deployed, reducing implementation timelines from months to weeks or even days. This accelerated deployment enables healthcare organizations to quickly respond to changing credentialing needs, improving agility and competitiveness.

## **COST SAVINGS**

Scalability in the cloud reduces costs associated with infrastructure, maintenance, and support. Healthcare organizations only pay for the resources they use, eliminating unnecessary expenses and optimizing budget allocation.

## **ENHANCED FLEXIBILITY**

Cloud scalability offers enhanced flexibility, allowing healthcare organizations to quickly adapt to changing credentialing requirements, such as new regulations or accreditation standards. This ensures compliance and reduces the risk of non-compliance.

## **IMPROVED DISASTER RECOVERY**

Cloud-based credentialing solutions provide robust disaster recovery capabilities, ensuring business continuity in the event of an outage or disaster. This minimizes downtime, reduces data loss, and maintains critical credentialing operations.

## **DATA-DRIVEN DECISION MAKING**

Cloud scalability enables healthcare organizations to leverage data analytics and insights, informing strategic decisions and optimizing credentialing processes. This



data-driven approach improves efficiency, reduces costs, and enhances provider quality. <sup>9</sup>

# SCALING CREDENTIALING OPERATIONS

## LESSONS FROM SUCCESSFUL HEALTHCARE ORGANIZATIONS

Lessons from successful healthcare organizations highlight the importance of implementing scalable workflows and robust technology solutions to enhance efficiency, compliance, and overall operational agility.

### STANDARDIZE AND CENTRALIZE

Successful healthcare organizations standardize and centralize credentialing processes, eliminating silos and ensuring consistency across the organization. This streamlined approach enables scalability, reduces errors, and improves efficiency.

### AUTOMATE AND INTEGRATE

Healthcare organizations that have scaled credentialing operations effectively automate and integrate processes, leveraging technology to reduce manual workloads and enhance accuracy. This includes integrating with existing systems and leveraging cloud-based solutions.

### DATA-DRIVEN DECISION MAKING

Successful organizations leverage data analytics and insights to inform credentialing decisions, identifying trends, and optimizing processes. This data-driven approach enables scalability, reduces costs, and enhances provider quality.

### COLLABORATION AND COMMUNICATION

Effective collaboration and communication among credentialing teams, providers, and stakeholders are critical to scaling credentialing operations. Successful organizations foster a culture of transparency, ensuring all parties are informed and aligned throughout the credentialing process.

### CONTINUOUS PROCESS IMPROVEMENT

Healthcare organizations that have successfully scaled credentialing operations prioritize continuous process improvement, regularly assessing and refining workflows to ensure optimal efficiency and effectiveness.

Successful organizations develop a scalable credentialing workforce, providing training and development opportunities to ensure staff can adapt to changing credentialing needs and volumes. This includes leveraging remote work arrangements and flexible staffing models.

# ASSESSING CLOUD READINESS

## A CHECKLIST FOR HEALTHCARE ORGANIZATIONS

We provide a comprehensive checklist for healthcare organizations to streamline their credentialing processes. This guide covers essential steps and best practices to ensure efficiency, compliance, and scalability in managing provider networks.

### UNDERSTANDING CLOUD READINESS

Assessing cloud readiness is crucial for healthcare organizations considering cloud-based credentialing solutions. This involves evaluating organizational, technical, and operational preparedness for cloud adoption.

#### ORGANIZATIONAL READINESS

Organizational readiness includes assessing leadership support, change management capabilities, and user adoption strategies.

#### TECHNICAL READINESS

Technical readiness involves evaluating infrastructure, security controls, data management, and integration capabilities.

#### OPERATIONAL READINESS

Operational readiness includes assessing workflows, processes, and staffing needs.

## ASSESSMENT CHECKLIST

Use this checklist to assess your organization's cloud readiness:

### ORGANIZATIONAL READINESS

QUESTIONS	Yes/No
Is leadership supportive of cloud adoption?	
Do you have a change management plan in place?	
Have you developed a user adoption strategy?	
Are your stakeholders informed and engaged?	
Do you have a clear cloud adoption vision?	

QUESTIONS	Yes/No
Is your infrastructure scalable and secure?	
Do you have robust security controls in place?	
Can you manage and integrate cloud-based data?	
Are your systems and applications cloud-compatible?	
Do you have a disaster recovery plan?	
Can you ensure data sovereignty and compliance?	
Do you have the necessary technical expertise?	

OPERATIONAL READINESS

QUESTIONS	Yes/No
Are your workflows and processes optimized?	
Have you identified and addressed operational gaps?	
Do you have sufficient staffing and resources?	
Are your users trained and prepared for cloud adoption?	
Have you developed a cloud adoption roadmap?	
Can you ensure continuous monitoring and improvement?	

Note: This checklist is a starting point for assessing cloud readiness. It's essential to conduct a comprehensive evaluation tailored to your organization's specific needs.

***" Cloud adoption enables businesses to deploy applications 20% FASTER"***

\* Source: Forrester.

# CONCLUSION

## THE SKY'S THE LIMIT: CLOUD CREDENTIALING FOR HEALTHCARE ORGANIZATIONS OF ALL SIZES

In conclusion, cloud credentialing is no longer a luxury, but a necessity for healthcare organizations of all sizes. By embracing the cloud, you can revolutionize your credentialing processes, unlocking unparalleled scalability, security, and cost savings. Don't let manual credentialing processes hold you back – join the ranks of forward-thinking healthcare organizations that have already made the switch to cloud credentialing. With our cutting-edge solution, you can:

- Streamline credentialing workflows
- Enhance provider satisfaction
- Fortify compliance and security postures
- Capture significant cost savings

***" Take the first step towards credentialing nirvana – contact us today to learn more about our cloud credentialing solution and discover how it can transform your organization's credentialing operations. Don't just dream of a more efficient, effective, and scalable credentialing process – make it a reality with our solution."***

## Boost your Credentialing....

We pride in security, trust, automation, governance and Stress-free credentialing.

With CredenceChain, our customers efficiently maintain credentialing requirements of their organization. Your trusted partner in intelligent credentialing process optimization and automation. Future-proof your credentialing management.

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