

CASE STUDY: myNEXUS Decreases Manual Processes 46 - 99% with V12 Network



A new business model arises with value-based care incentives

myNEXUS is an innovative, technology-driven care management company focused on serving and keeping patients in their home through intelligent, connected care. Founded in 2014, myNEXUS partners with health insurers and healthcare Providers to expertly deliver cost-effective services that reduce risks, promote independence, and improve quality of life for members and families. myNEXUS accomplishes these goals by expertly managing home-based services such as Home Health, Durable Medical Equipment (DME), and IV Infusion through a shared risk model.

Disconnected provider data management creates inefficiencies

Looking to grow and improve efficiencies, myNEXUS began looking at scalable technology for managing their provider network. Growing over 500% in members serviced from 2016 to 2017, it was vital to implement a technology which would improve efficiencies in provider network management, credentialing, contract management, and access to Provider information to adequately assist myNEXUS in offering members the quality care needed for optimal outcomes.

"We were managing and communicating Provider contracting stages, credentialing, and service issues on spreadsheets," according to **Director of Network Management Michael Dant**. "We were using disparate CRM tools, we were experiencing

99% Reduction time, lead set-up

46% Reduction time, account set-up

99 Days saved annually for data transfer

100% Time reduction, multiple location entry

a huge drain on performance from data entry and manipulation, we had no productivity measurements in place, disconnected workflows, inconsistent data entry, and we were using cumbersome ways to track network development, a core need for our continued growth."

Word of healthcare success travels fast

The myNEXUS team is headquartered in Nashville, TN, and word of Virsys12's growth and success in the healthcare arena prompted myNEXUS to contact the technology consultancy firm in the fall of 2017. Virsys12's extensive experience with Provider network management allowed them to assess needs quickly and their V12 Network application was recommended to help myNEXUS achieve data tracking, reporting and growth goals. Dant comments, "The Virsys12 team instantly understood, not only our business model, but the challenges that come with managing vast Provider networks; tracking activities, managing contracts, Provider credentialing, and data reporting."

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Phase 1 accomplishments

Acting as an operational hub sitting on Salesforce's Service Cloud, the customized V12 Network now provides workflows and automations within highly complex many-to-many relationships necessary to track the contracting and credentialing processes for Providers and Provider groups. Near real-time data is brought in via an API to keep Provider directories and contracts up to date and accurate. Management maintains a constant view of each Provider network, along with any specific requirements for each state, Provider contract terms, fee schedules by location and by Payer, along with other Provider demographics. Managers can monitor Provider interactions and activities throughout the contracted care cycle.

Six weeks after myNEXUS went live with a customized V12 Network implementation, metrics tracked by the firm revealed strong leading indicators of future operations improvement including 99% reduction in lead data entry time, and 46% reduction in account data entry based on workflows and automations. The API with V12 Network allows inter-departmental data sharing, a process previously requiring over two hours per transfer, and now estimated to save 99 days of work time per year. Prior to implementation of V12 Network, tracking data metrics towards goals was non-existent, now lead entry, calls, texts, visits, and other interactions are all measured and available on-demand for management decision making.

What is next for myNEXUS?

"From day one Virsys12 was thoughtful, creative and accommodating. It is a very collaborative partnership," summarizes Dant.

The initial engagement with Virsys12 has continued to grow as myNEXUS expands to more states and adds more services for a growing roster of Payer and Provider partners. After the initial launch, a clone function was developed to allow an account to be completely duplicated in the system necessitating only minimal updates per location. This addition offered an average savings of 15 minutes per account. More innovative technology solutions are on the myNEXUS horizon including more departments using V12 Network along with linking the myNEXUS system to Provider portals with an increased focus on the Provider directory.

V12 Network on Service Cloud

- **Manage contracting and credentialing process for Provider and Provider groups**
- **Exchange provider data through an API interface**
- **Constant view of Provider networks, contract terms, fee schedules and demographics**
- **Track provider interactions and activities**