

UpStream CASE STUDY

Background

UpStream Care, the fastest-growing primary healthcare solution provider in the country, aims to revolutionize the way payers, providers and life sciences organizations manage their patient populations. The company, based in North Carolina, is focused on coming alongside providers to support them with a pharmacist-led care model in caring for seniors in their community. They specialize in developing and deploying technology solutions that empower physicians to focus on what they and their patients value most. UpStream Care's integrated solution has proved to be highly effective at delivering better outcomes for both patients and physicians.

Challenge

Before implementing V12 Network, UpStream Care faced a challenge in managing and tracking their provider network management activities. As the number of healthcare providers they serviced grew, it became difficult to keep accurate records of physicians in network, their active practicing locations, and other demographic information necessary to efficiently and effectively manage the business development and onboarding process. Previously, they were relying on legacy systems and spreadsheets to manage their new and existing markets - preventing a single source of truth.

Solution

UpStream Care implemented V12 Network which enabled them to manage new and existing markets on one platform for one source of truth of all provider network data. The project also included a scalable security model to adhere to healthcare mandates. KPI tracking was implemented by leveraging robust reports and dashboards to show real-time status on every provider group in the onboarding process.

Results

UpStream Care has seen 100% decrease in time to activate a provider in the network, and provider satisfaction has increased by 80%. According to John Supra, the Chief Data & Analytics Officer for UpStream Care, "We chose to implement V12 Network as we were growing our network of physicians to over 3,000 and needed to be able to track, understand, and manage the data associated with them... Virsys12 implemented a Provider Network Management solution in literally weeks. I'm so thankful for the work of the Virsys12 team and how they have supported UpStream as we have grown quickly over the last year."

What's Next

A future phase of UpStream's implementation of V12 Network will include more automation of workflow processes and APIs to industry standard data sources for provider data. This will enable UpStream to further increase efficiencies, drive even more value from their investment, grow and scale their business, while increasing provider satisfaction.



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About Virsys12

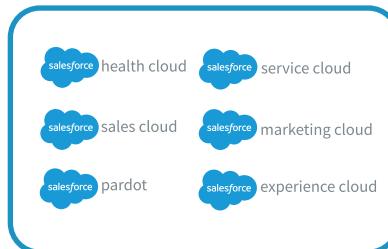
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Provider Lifecycle Management

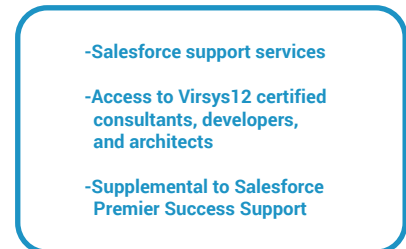


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