Virsys12

"Since implementing V12 Network, our team has experienced significant improvements, including reducing our provider application process from 29 days to 19 days, effectively cutting the overall timeline from application to approval in half. The support from the Virsys12 product team was great; they listened to our feedback and made key enhancements to the V12 Network product to ensure a robust system for our users at go-live."

Chief Digital Officer
Leading Managed Care Provider

CASE STUDY

RESULTS

56% ▼
Reduction in credentialing processing time

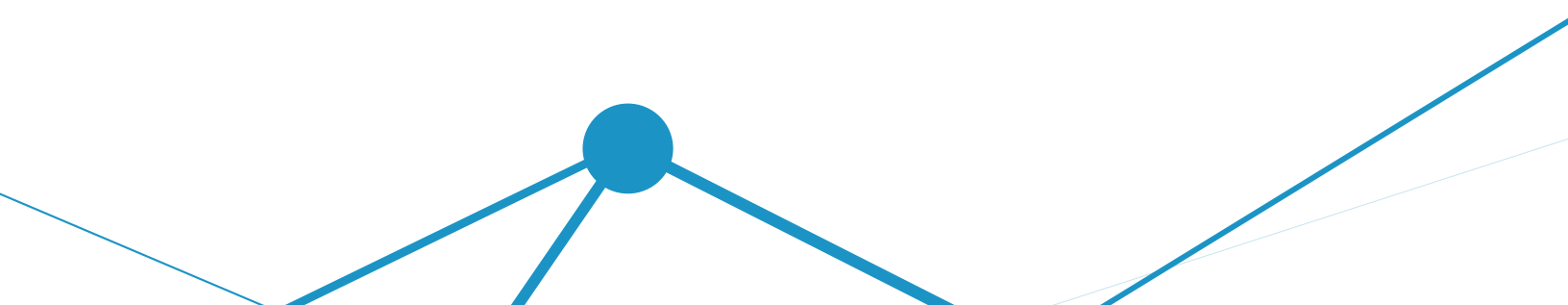**90%** ▼
Reduction in time to activate a provider

75% ▲
Increase in provider directory compliance

BACKGROUND

This managed care leader is one of the largest in the country, serving upwards of 5 million members. Headquartered in Long Beach, CA, it provides health insurance to individuals through government programs such as Medicaid and Medicare.

"The complexity of our credentialing process was a challenge, and the consolidation of multiple regions with different provider data sets and processes made it difficult. In spite of these difficulties, the V12 Network product and the Virsys12 team demonstrated knowledge, strength, and the ability to deliver."

-Program Director, Network Strategy and Services
Leading Managed Care Provider

The Challenge ▶

Managed Medicaid is an extremely competitive market. To remain at the forefront and secure additional state Medicaid contracts, the health insurer needed a significant edge. Outdated provider data management and credentialing technology strained operational efficiencies amidst rising government mandates for data accuracy in health plan operations. Recognizing the urgency to stay ahead, our client proactively embraced change.

The solution required a modern, end-to-end provider network management system to enhance data quality, accelerate processing times, and meet stringent regulatory requirements. The payer's reliance on legacy credentialing systems and multiple claims systems made transformation imperative. Siloed, outdated practices proved resource-intensive and hindered compliance with provider credentialing timelines.

After careful consideration, the organization selected V12 Network Pro, an enterprise provider network application built on the Salesforce platform. Integrating with their existing member management system allowed real-time synchronization of provider data across teams, ensuring the utmost accuracy and efficiency.
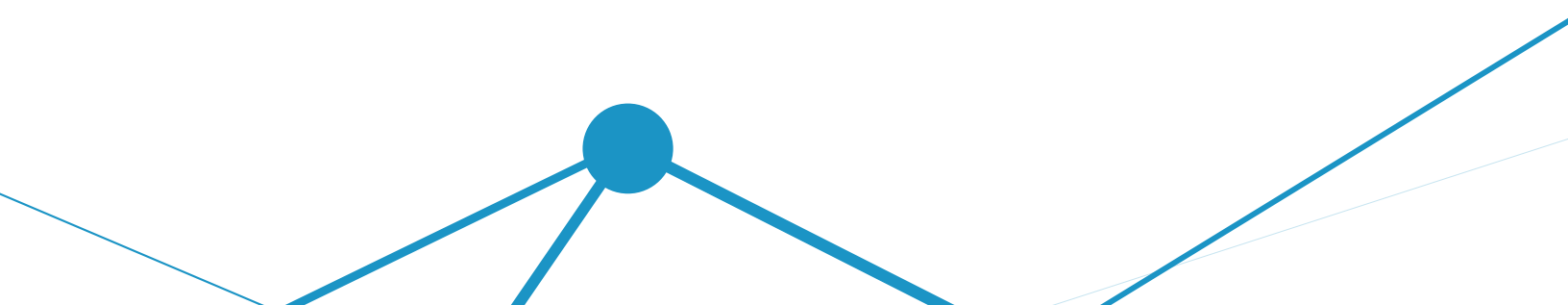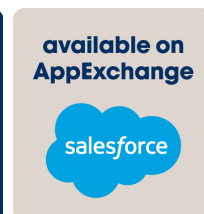
The Solution ▶

The integration of Einstein with V12 Network on Health Cloud provided real-time provider data updates, empowering our client to make informed decisions in member and provider call centers. This advanced setup streamlined provider network management, while enhanced data accuracy, combined with Einstein analytics, enabled quicker and more accurate responses to claims, payments, and benefits inquiries.

The Virsys12 team played a pivotal role in transforming the payer's provider data architecture, moving away from outdated systems unable to effectively link providers to practices, specialties, and networks. V12 Network established a seamless flow of inbound and outbound data, offering a comprehensive view of provider profiles. Additionally, it enabled critical downstream integration with the organization's claims system, ensuring provider demographics and network contract statuses remained accurate and up-to-date.

The implementation also introduced streamlined provider credentialing workflows and ensured adherence to government regulations surrounding contracting with qualified providers. Integration of OIG Exclusion monitoring and real-time API interfaces to CAQH ProView and ProviderTrust allowed the payer to meet these goals effectively.

salesforce
PARTNER
SINCE 2011

available on
AppExchange
salesforce

salesforce
MASTER
HEALTHCARE &
LIFE SCIENCES

The Results ▶

The implementation of V12 Network, Health Cloud, and Experience Cloud yielded transformative results, including:

- **Accelerated Credentialing:** Reduced processing time from 45+ days to less than 20 days, a 56% improvement
- **Enhanced Provider Activation:** 90% reduction in provider activation time, enabling faster network expansion
- **Improved Regulatory Compliance:** 75% increase in provider directory regulatory compliance
- **Streamlined Operations:** Consolidated multiple systems into a single, integrated platform
- **Enhanced Decision Making:** AI-driven insights improving call center efficiency and accuracy
- **Increased Provider Satisfaction:** Self-service portal reducing administrative burden on providers
- **Improved Member Care:** More accurate provider data leading to better healthcare access and outcomes
- **Scalability:** Ability to rapidly onboard new state contracts and expand services
- **Data Accuracy:** Real-time updates ensuring consistent, accurate information across all touchpoints
- **Cost Efficiency:** Significant reduction in manual processes and resource allocation
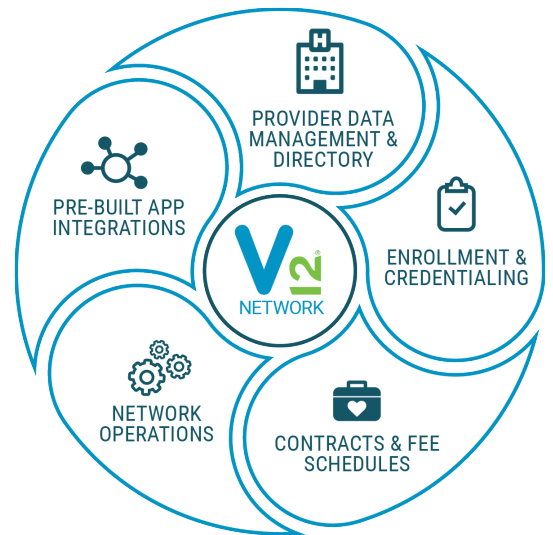
These results not only transformed this managed care provider's operations but also set a new benchmark for the managed Medicaid industry, showcasing the power of Virsys12 and Salesforce solutions in driving business and social impact.

About Virsys12

Virsys12 empowers healthcare organizations with the technology needed to eliminate inefficiencies in provider data management and workflow processes. Through customized applications that simplify provider network and lifecycle management, our solutions address a variety of use cases, including provider onboarding, credentialing, contracting, network operations, and data management. Our leading SAAS products, V12 Network and V12 Provider Data Engine (PDE), help streamline processes, improve communication, and ensure accurate and up-to-date information about healthcare providers within a network.

Provider Lifecycle Management

V12 NETWORK | **V12 PDE**

Available on the Salesforce AppExchange!

Digital 360 Consulting

salesforce health cloud | salesforce service cloud

salesforce sales cloud | salesforce marketing cloud

salesforce pardot | salesforce experience cloud

Managed Services

- Salesforce support services

- Access to Virsys12 certified consultants, developers, and architects

- Supplemental to Salesforce Premier Success Support

Ask Us About Our Integrations With:

CAQH | PROVIDER*TRUST* | conga

Virsys12

📞 615.800.6768

✉ solutions@virsys12.com