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Essential Questions to Ask A Provider Network Development Company Before Partnering



ARC Healthcare

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Why is experience in the marketplace the foundational building block of your network?

The ability to remain nimble and take advantage of growth opportunities is a competitive advantage. Finding the right network development consultants that can assist your organization in strengthening existing provider relationships or expanding geographic footprints is key. The right partner will leverage connections, have marketplace credibility, and will utilize a flexible staffing model to address your critical business projects.

Amid the ever-changing healthcare climate, including the increasing emphasis on value-based contracting, effective network development and market expansion are essential for healthplans looking to remain competitive. Utilizing network development consultants that have proven relationships and knowledge in the provider and payor sectors, allows for efficiently built networks that meet accessibility connections and exceed expectations.

2

How will your services optimize my return on investment?

Industry expertise partnered with innovative automations are essentials for maximizing Return on Investment (ROI) in provider network management and provider directory accuracy. Reducing costs and increasing revenue is the overarching goal for organizations seeking to build and maintain provider networks that meet adequacy requirements. Oftentimes increased investment of time to compliance and onboarding of resources, greatly diminishes the expected financial improvements in many organizations. Industry research points to driving profitability by partnering with an experienced organization with broad expertise to rapidly build provider networks while utilizing software that is easy to use, scalable, and efficiently delivers just-in-time analytics for network monitoring.

Reducing costs that create best practices for complying with network requirements, filling network gaps and meeting federal and state accuracy compliance guidelines; should not be viewed as a long-term expense when it is a short-term problem. These issues are best addressed by employing problem-solving experts who have targeted approaches and resources to recognize expansion opportunities and operate as ambassadors for your organization. These engagements are targeted and will drive overall value for the money.

3

How often is the provider directory updated and reviewed for accuracy?

Provider directories have recently become one of the most scrutinized documents throughout managed care operations. While regulatory standards require providers to go through re-credentialing every three-years, providers' lack of communication to update their records between cycles is a risk to managed care organizations. The time and effort to update these directories regularly is an intensive process; however, the effort outweighs the risk involved.

In January of 2018, The Centers for Medicare & Medicaid Services (CMS) put new regulations into place that could result in fines against insurers of up to \$25,000 per beneficiary for errors in Medicare Advantage plan directories. That's a big hit for healthplans – both large and small! The trickle-down for Medicaid and commercial plans have also seen scrutiny and often results in the loss of revenue. Member and provider satisfaction, healthplan STAR ratings, and overall confidence in plan provider directories will continue to be at the forefront of State and Federal Government review in the coming years.

Having up-to-date provider directories on-demand can alleviate these problems. By conducting regular follow-up with providers to keep information current, healthplans are better positioned to ensure compliance with regulatory bodies. When plans don't take these steps, the probability of fines and other loss of revenue can have a huge impact.

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How is Provider Data Kept Secure?

In today's world, the pressure to secure data has never been higher. Black markets exist to sell and collect protected information by deploying tactics like ransomware and phishing attacks. Protecting provider information, reducing identity theft, and eliminating scenarios that compromise data require security protocols that reduce risk.

Approaches to securing data include the use of multi-factor authentication, encrypting transactions, and robust network monitoring tools. Technology used to secure a network must also implement the processes and procedures required to detect and minimize security issues.

Securing network provider data is a challenging task. While there are many approaches to securing your data, the National Institute of Standards and Technologies' (NITS) data protection framework is the gold standard in organizing a cybersecurity approach. When considering how to implement the NITS framework, organizations should consider how to identify and protect critical data. Once a strategy to identify and protect critical data is established, consideration of how an organization will detect, respond, and recover from cybersecurity threats can take place. The NITS framework provides a set of best practices to an all-inclusive cybersecurity approach.

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What tools are used to drive network adequacy?

Network adequacy through data integrity, timely data analytics, and strategic planning for network development, can appear to be one big word salad. While the tools for provider network development are plentiful, many fall short of giving organizations what they need for success. Aligning yourself with a partner who asks the right questions, provides the right tools, and will promote proactive decisions; gives you the ability to quickly pivot as the industry changes.

One tool that often fails to make the list of essential needs is communication. Problems can't be solved, and progress will not be made without asking the right questions and arriving at the right solutions. Select a partner that delivers clear, concise, and consistent communication. The value derived from timely communication is seen throughout your project and provides that extra level of confidence.

Other crucial tools for managing your network should include:

- Effective CRM solution
- Efficient Roster ingestion process
- Timely network adequacy analytics

When these tools are managed and delivered by a team of subject matter experts who effectively communicate, goals and objectives for provider network development are achieved and accessibility for members is attained.

Have More Questions about Provider Network Development? Contact Us!

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