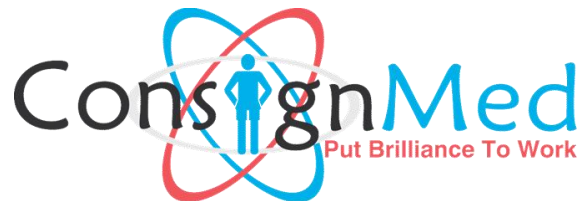


Easing the Burden of Credentialing:
A White Paper



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EASING THE BURDEN OF CREDENTIALING

Executive Summary

The purpose of this white paper is to describe the business benefits of outsourcing consultants requiring credentialing services.

Credentialing is the process of verifying an individual's credentials. In the healthcare delivery environment, allied health professionals require credentialing to gain access to facilities. The scope includes not only the collection and verification of the credentials, but also the process of gaining privileges. With extensive requirements comes a heavy administrative burden. The process continues to evolve as regulatory agencies add and modify requisite items. Navigation through layers of submission, verification, acknowledgment, and fees is complex, costly, and time sensitive.

Business Challenge

Clients cite co-employment, compliance, and workforce preparedness as key issues in managing a credentialed workforce. From Microsoft's landmark case to Time Warner's defense, co-employment suits have cost employers millions of dollars.¹⁻⁴ It is critical that employers address questionable relationships with due diligence.

From a compliance perspective, clients experience challenges in attaining consistency from contract workers, particularly with ongoing training requirements and expense tracking. Decentralized management can decrease timely compliance and increase sales costs. A segment of sales costs includes the initial and ongoing training costs associated with intermittent case coverage consultants. Clients are challenged by the balance of maintaining proper training, adequate workloads, and consultant retention.

Solution

ConsignMed eases the burden of credentialing by providing a comprehensive talent management service. Our credentialing division exclusively focuses on the meticulous documentation and training needs of coverage consultants. ConsignMed has developed a proprietary online training program to facilitate and standardize training requirements among consultants. In addition, we have created customized reporting systems to capture the myriad of credentialing details and facilitate timely reporting. These systems have proved invaluable when faced with last minute audits.

Benefits

Top 10 Advantages of Using a Credentialing Service

1. Time sensitive credentialing
2. Emergent scheduling
3. Custom reporting
4. Expense management
5. Fees absorption
6. Regulatory training
7. Product training liaison
8. Audit assistance
9. Contract management
10. Improved consultant retention

Cost Analysis

The utilization of a vendor for credentialing saves clients money by:

- ⇒ improving managements' visibility of consultant activities
- ⇒ performing functions at lower cost
- ⇒ increasing sales, decreasing recruiting costs
- ⇒ centralizing expense analyses

Our clients saved an average of 7.2% of total spend between Year 1 and Year 2 by outsourcing credentialing projects. When comparing outsourced costs with managing project in-house, clients spent 75.3% more than vendor. (data on file)

Aside from cost advantages, clients report greatest use of coverage reps by top sales performers. Sales efforts increase when efficiencies are created by outsourcing. Additional savings are realized when trained contractors convert to permanent employee positions within client. Instant savings are seen when expense and travel policies are enforced with electronic and human reviews.

Summary

ConsignMed navigates access, so clients can share technology. ConsignMed helps clients address risk by implementing due diligence efforts. Dedicated teams are continuously reaching out to consultants to keep their micro businesses compliant.

Reduce Risk

Improve Compliance

Save Money

References

1. *Vizcaino v. Microsoft Corp.*, 97 F.3d 1187 (9th Cir. 1995)
2. *Estrada v. FedEx Ground Package Sys., Inc.*, 64 Cal.Rptr.3d 327 330 (Cal.App. 2007).
3. *Gonzalez v. Freedom Communications, Inc. d/b/a The Orange County Register*. Case No. 03CC08756 (Orange County Superior Court. 2009)
4. *Herman v. Time Warner Inc.*, 56 F. Supp.2d 411 (S.D.N.Y. 1999)

About ConsignMed

ConsignMed specializes in managing top-tier talent for the sciences. From clinical research to surgical healthcare delivery, the pre- and post-market divisions are dedicated to pharmaceutical, biotech, and medical device clients. ConsignMed enjoys accolades as a fast-growing, award-winning diverse supplier. To learn more about ConsignMed, visit www.ConsignMed.com.