

Case Study: PPHP

Credentialing with a Human Touch, Turbocharged by Technology

**Tearing turnaround
times down!**

10
days

20
days

We got this!



andros^x



A thriving Medicare Advantage HMO based in Maryland, Provider Partners Health Plans (PPHP) was established in 2014 with a mission to offer a hands-on approach to long-term care. While this extra level of care benefited patients, it did not extend to PPHP's credentialing, which, at the time, had limited resources. Within three years, the company was expanding at a pace and volume that was difficult to sustain. The incumbent CVO was not up to the task. PPHP would send a file to the CVO and hear nothing back for weeks or months. Eventually, PPHP would receive a messy file in return that PPHP would need to dig through to understand, parse and prepare for their Credentialing Committee.

"We didn't have a good partnership," PPHP reported. "There was no ease of use with their platform and there wasn't a lot of confidence. We had to ask a lot of questions on the data returned to us. We needed a firm that is cost-effective but then delivers on quality."

So PPHP decided to look for a new CVO with the experience to implement sustainable and scalable procedures, the expertise to tackle policy changes as they arose, and the systems in place to monitor for compliance on an ongoing basis.

They didn't need just any CVO—they needed andros.



A human touch powered by technology

As an NCQA-certified CVO that offered a technological solution to the tedious, manual credentialing process, andros was more than able to meet PPHP's demanding workload both quickly and efficiently. In addition, andros collaborated with PPHP to define other areas in which help was needed. **And that's where the personal touch of having the andros team in their corner stood out most.**

With andros as the subject matter experts, PPHP leveraged its internal compliance team to understand policy changes and leaned on the credentialing team to implement sustainable credentialing procedures. This partnership was critical to steering the PPHP credentialing ship. **andros generated results for PPHP.**

Working with andros, PPHP saw credentialing turnaround time cut down to just 10 days—twice as fast as before. They were also able to handle a volume that would have been impossible if PPHP had handled everything internally, with more than 20,000 providers credentialed to date.

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“

Having regular meetings with our Client Success Manager, going through our metrics at all times and really having a pulse on where we are at in our verification process makes andros a true partner.

”

Lara Crozier
Manager of Credentialing

andros*



Communication is the key to any relationship

Since day one with PPHP, andros has offered an unprecedented level of transparency. The easy-to-navigate a* platform allows the PPHP team to pull reports in real time to check credentialing statuses throughout the process. And regular check-ins with their andros Client Success Manager ensures that work is always on track and that no questions are left unanswered. The two organizations continue to work together to this day, and despite the quantifiable uptick in speed and accuracy that andros has been able to deliver, the PPHP team cites the feeling of real partnership as something that truly sets andros apart.

Interested in seeing what the power of people and technology can do for your organization? Get in touch with our team today to learn how andros can help.