

# Case Study

Dedicated to innovative technology and customer service



## The Challenge

As a quickly growing online therapy company, Talkspace, needed to be sure that they had a robust solution for therapist credentialing as they scaled their network to thousands of clinicians. Talkspace credentials to NCQA standards and was looking for a solution that didn't require the time and expense of building out an in-house credentialing team. It made sense for them to find a CVO that aligned with their innovative, tech-based approach, resulting in quick turnaround on large amounts of provider files and the least amount of manual work on their end.

## The Solution

It became immediately apparent that andros is the leader in both technology and customer service.

"We are well-supported by our dedicated client success manager," Katie said. "We provide input and the andros team listens and builds our suggestions into their product roadmap."

andros is the tech solution to a manual, human-intensive process. Among the CVOs they looked at, **andros was the most user-friendly and gave them the most clarity on the credentialing process.** This solution helps them credential therapists quickly and prevent costly mistakes. Credentialing is usually done in bulky, hard-to-use systems with much longer turnaround times—typically 45 days. By implementing technology to credentialing, we are innovating a cumbersome, archaic process.

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We were attracted to a company that has a very similar mindset to ours and are happy to be working with the andros team.

If you're going to invest the time and effort to search for technology for credentialing, invest in a technology company using today's technology. It's made us stronger.

andros is the leader in this arena. No one is doing anything similar to what they're doing.”

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- Katie Yang,  
Director of Network Management

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