



## CASE STUDY

# HealthONE Uses Alchemy to Streamline Physician Credentialing

---

*"We've reduced full-time employees and realized cost savings related to paper and courier services."*

---

Healthcare entities performing credentialing functions know well how crucial it is to maintain records. They also know how difficult that task can be, given the hundreds of thousands of documents involved. Obtaining, maintaining and providing access to credential-related files can be an organizational challenge.

**HealthONE**, a joint venture established in 1995 and owned by HCA and HealthONE Alliance, a Colorado non-profit organization, is the largest healthcare system in the Denver metro area. For the past six years, the HealthONE Credentials Verification Department (CVD) has been responsible for medical staff and allied health professional credentialing for ten healthcare facilities in Denver and the surrounding communities. The CVD maintains the records of approximately 4,500 current healthcare providers, in addition to thousands of archived records.

As a result of the joint venture, the credentialing process was duplicated across facilities and it sometimes took weeks to obtain the necessary information. HealthONE already had a centralized credentials verification department for three of its facilities. The CVD gradually assumed the credentialing functions of the remaining HealthONE facilities in order to streamline the verification process. The CVD would collect primary source verifications and other pertinent documents, make copies of the documents and send complete files to each facility where the healthcare provider requested membership/privileges. This allowed the medical staff services professionals to focus on other responsibilities and provided them with one location for credentialing information.

The process of obtaining and distributing credentialing information was still cumbersome, however. The CVD shipped approximately six large boxes of files to facilities on a weekly basis and 1 ½ full-time employees were dedicated to completing this process. In addition, the CVD consumed six boxes of paper (60 reams) weekly just to copy the files. So nearly two years ago, the CVD implemented Alchemy, the paperless document management system from Captaris. As a result, the copying and shipping costs have been eliminated.

"We chose Captaris Alchemy because it was faster and more efficient than other scanning and archiving software," says Aaron Olsen, Alchemy System Administrator for HealthONE CVD. "It was the best software for our needs."

## THE NEW STREAMLINED PROCESS

Using Alchemy, HealthONE is now able to manage the files with only 2 ½ employees. Here's how the process works. The CVD mails an application to the practitioner, who returns the complete application and supporting documentation. The CVD obtains primary source verifications through the Internet and direct mail. The CVD scanning technicians scan the paperwork and drag and drop electronic documents into the Alchemy repository. The information receives a time and date stamp and is indexed into folders and assigned a security level.

Employees at the facilities can then log onto the system and access the information they need in seconds. Authorized users can search by the repository by provider name and security information is tied to each user's login and password. For instance, a pharmacist may access only a physician's signature card, whereas a nursing supervisor might access the provider's privileges and photograph. Each user has access only to healthcare providers approved to practice at their facilities.

## BENEFITS AND ROI

The Alchemy system has provided the CVD with numerous benefits, including:

- **Cost Savings.** Once the CVD made the decision to eliminate copies of the working files to the facilities, it realized cost savings related to copy paper and courier services and *reduced full-time employees by 0.5*.
- **Speed of Data Access.** Frequently, health care providers request that their applications be processed expeditiously. In the past, the CVD would have had to obtain the necessary documentation and send by fax or courier over the information to the facility, a process that could have taken days or weeks. With Alchemy, the CVD scans the information, making it *accessible to the facilities within 20 minutes*.
- **Document Control.** All credentialing documents are kept in one place and reviewed by all of the HealthONE facilities to which the practitioner is applying, so there is always a good check and balance process in place. This process provides easier preparation for surveyors. When documents are requested for a survey review, the files can be pulled directly from the network instead of having to call the CVD. In the past, the CVD would have to pull the files that the facility requested for the surveyor, review and organize the file, update expired documents and then send the master file to the facility. *Portability and completeness of the files* are huge benefits from the Alchemy solution.
- **Filing.** Rather than letting loose documents accumulate for staff to file in the master files and taking staff time, documents (such as certificates of malpractice insurance, DEA certificates, etc.) are scanned into Alchemy sometimes in the same day that they were received. Alchemy *eliminates the risk of lost or misplaced files*.
- **Shrinking storage space.** Because all new documents are stored electronically, onsite storage space requirements were reduced. So far, the CVD has *eliminated 10 large filing cabinets* formerly used to store master files that have now been scanned.
- **Ease-of-use.** The CVD scanning techs scan in tens of thousands of pages each week and can drag and drop electronic files quickly in and out of the Alchemy repository.
- **Ease of installation.** Alchemy worked with existing department software.
- **Security.** Not only can authorized users access the information securely, the *documents are also transmitted securely*.
- **Backup.** Alchemy allows for offsite backup. In case of natural disaster, the CVD has secure, retrievable records.

"We're very pleased with Alchemy," says Suzette Pulliam, CMSC/CPMSM and Director of the HealthONE Credentials Verification Department. "It's allowed us to streamline and improve our current processes and continue to provide our customers with a quality product."

## FOR MORE INFORMATION

Captaris Business Information Delivery solutions help organizations of all sizes automate the information and document flow throughout the information lifecycle (capture, process, archive, deliver). With a comprehensive suite of software and services, Captaris helps organizations to grow revenues and increase profits while meeting compliance goals. Through a global distribution network of leading enterprise technology partners, Captaris has installed more than 90,000 systems in 95 countries in companies of all sizes, including the entire Fortune 100. For more information, visit [www.captaris.com](http://www.captaris.com) or call 1.800.443.0806.

©2005 All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language in any form by any means without the written permission of Captaris. Captaris products Alchemy, Interchange, RightFax and Captaris Workflow are trademarks of Captaris. All other company, brand and product names are the property and/or trademarks of their respective companies.