



# Why Your Legacy Credentialing System Isn't Cutting It

5 signs it may be time to modernize your credentialing technology



# Is your credentialing system costing you time, money, and talent?

Healthcare organizations are under tremendous financial strain. High labor costs and inflation are eroding margins,<sup>1</sup> while rising interest rates are making it tougher to access capital.<sup>2</sup> Persistent provider shortages are adding to the challenge, increasing physician burnout and hampering efforts to meet demand and maximize revenue. That's why getting new providers credentialed, enrolled, and scheduled **quickly and accurately** is more important than ever.

A streamlined credentialing process can make a good first impression on new providers — boosting engagement and satisfaction right out of the gate. At the same time, it helps accelerate time to patient care, so providers can start generating revenue sooner. If your incumbent credentialing system is doing little to ease administrative burden and expedite provider credentialing, privileging, and enrollment, it's probably time to consider a new solution.



**53%**  
of hospitals  
are upside-down  
on margins.<sup>3</sup>



**65%**  
of physicians say  
they're experiencing  
burnout.<sup>4</sup>



The U.S. could see  
a shortage of  
**54,100 to  
139,000**  
physicians by 2033.<sup>5</sup>

In this ebook, we'll discuss **five telltale signs** that your current credentialing system may be holding your organization back — and how QGenda Credentialing can help you increase efficiency and achieve better financial results.

# Your system is failing to make your credentialing and enrollment processes more efficient.

Some vendors have established their credentialing presence through a series of product acquisitions over a short time period. As a result they've had to implement haphazard integrations or force customers to migrate, often leading to broken workflows or automations, causing credentialing data to get "stuck" in process. When the software doesn't work properly, staff – and physicians – have to manually do the work, often requiring more staff to get the job done. These bottlenecks can dramatically slow credentialing and payer enrollment processes, potentially delaying claims reimbursements and frustrating providers who simply want to care for patients.

What's more, disjointed workflows create more manual effort and administrative work – emails, phone calls, and duplicate data entry across dozens of forms – just to keep things moving forward. This duplicative work doesn't only impact administrators and staff – it adds burden and frustration for providers. And, if your credentialing data doesn't connect seamlessly with other enterprise systems, such as HRIS, EHR, and RCM, you could face even more redundant work and potential inaccuracies.

## The QGenda Advantage:

QGenda's solutions are purpose-built to address today's credentialing landscape – without forced migrations, clunky integrations, or haphazardly pieced-together product offerings. Advanced workflow automation and unsurpassed configurability ensure a repeatable, predictable, and scalable credentialing process that can be completed faster and more accurately – every time.

QGenda simplifies processes for significant efficiency gains, allowing your organization to:



Get credentialing done faster and onboard providers sooner to accelerate time to care delivery.



Complete payer enrollment applications quickly and accurately to increase opportunity for complete reimbursement.



Improve provider data accuracy, consistency, and compliance across the healthcare enterprise.

In a KLAS Performance report, **QGenda is rated above average** on both the **ability to configure efficient workflows** and **satisfaction with automations**.<sup>6</sup>



TWO

## A poor user experience and insufficient training are hampering productivity.

Many legacy credentialing systems are outdated, complex, and difficult to use — and inadequate training does little to shorten the learning curve. This can lead to user frustration and provider dissatisfaction, making potential burnout and attrition problems even worse. Furthermore, if users don't adopt the system and use it consistently, chances are you'll struggle to reach an optimal state and maximize return on your investment.



In a KLAS Performance report, QGenda customers report positive experiences thanks to **strong implementations** that set them up for **long-term success**.<sup>6</sup>

### The QGenda Advantage:

QGenda provides a modern, intuitive user experience that empowers credentialing specialists and providers to be productive right away and accomplish more in less time. To further drive adoption and proficiency, a comprehensive implementation process with targeted training sets users up for success from day one.

The QGenda solution saves time and boosts user productivity by providing:



#### Intuitive Navigation

Get around the solution quickly and easily thanks to a consistent, responsive UX.



#### Streamlined Execution

Perform routine tasks with fewer clicks for greater efficiency.



#### High Configurability

Configure workflows and reports to match organization- / payer-specific requirements.

# Lack of product support is wasting time and causing costly delays.

When you encounter a system issue, you need help right away to stay productive and keep credentialing and payer enrollment on track. However, some credentialing system vendors leave their customers hanging. Users are unable to reach customer support to resolve issues – even retroactively. As a result, productivity comes to a halt and processes are delayed, which means providers could wait longer to see patients and your organization could wait longer to be reimbursed.

Customers of some on-premise legacy credentialing systems have been known to wait months – or even years – for support ticket resolution and promised product updates and enhancements. Furthermore, continued risk of product sunsets can leave your organization scrambling to transition or limping along with an outdated solution.



In a KLAS Performance report, **QGenda is rated highest** of any vendor for **'satisfaction with vendor guidance on driving efficiency'**.<sup>6</sup>

## The QGenda Advantage:

QGenda has a proven track record for responsive customer support and continuous product investments. We serve as a true partner in our customers' success, proactively consulting on best practices conducting regular check-ins to ensure our credentialing and payer enrollment solutions are helping achieve established goals and objectives.



### Dedicated Customer Success Team

Experienced credentialing experts:

- Deliver proactive support
- Consult on best practices
- Respond to issues within the same business day



### Cloud-Based Solution

SaaS delivery model provides:

- Continuous, automated software updates
- Robust data security
- Scalability to support growth



### Investment in Product Development

A large development team:

- Continually enhances products
- Fixes known bugs
- Incorporates customer input on new features/functionality

## FOUR

# Add-on charges continue to drive up costs and drive down ROI.

Some credentialing vendors charge add-on fees for many services and functionality — whether you need new form mapping or advanced support. These fees can quickly add up over time, creating budget complexity and dissatisfaction while reducing return on investment.

In addition, some vendors require you to use several separately-priced modules to cover the entire credentialing process, further increasing your total costs. And when it's time to renew your solutions, you may face price increases without advance notice.



## The QGenda Advantage:

QGenda doesn't nickel and dime customers or hit them with unexpected add-on fees and price hikes. The predictable per-provider-per-month (PPPM) fee includes unlimited workflow configuration, rule setting, form mapping, reporting, and support to ensure your organization enjoys a great user experience and gets maximum value from your credentialing and payer enrollment solutions.



FIVE

# Your credentialing system isn't tied to your scheduling solution, creating unnecessary delays and compliance risk.

Most incumbent credentialing systems are standalone products that don't support seamless integration with provider scheduling. This disconnect means it takes longer to get new providers on the schedule – delaying time to care delivery and slowing time to value.

Plus, lack of complete integration increases the chance that providers with expired credentials could be delivering patient care, putting your organization at risk for compliance violations and costly litigation.

## The QGenda Advantage:

QGenda built provider credentialing and provider scheduling purposely together in a single, unified healthcare workforce management platform, ProviderCloud®. The platform delivers enterprise-wide visibility into centralized, up-to-date provider data and supports seamless data flow across credentialing, scheduling, and beyond. By unifying these traditionally siloed systems, your organization can activate, deploy, and optimize your workforce with greater speed and ease than ever before.

To further drive efficiency, QGenda provides an Open API that seamlessly connects provider credentialing and scheduling data to your HRIS, EHR, clinical communications, and RCM systems via a single integration point. This unified approach lets you:



### Accelerate time to care delivery

Schedule providers as soon as their credentialing is complete to help facilitate revenue generation.



### Increase opportunity for complete reimbursements

Get notified when a provider is enrolled with a payer and start scheduling them to care for in-network patients.



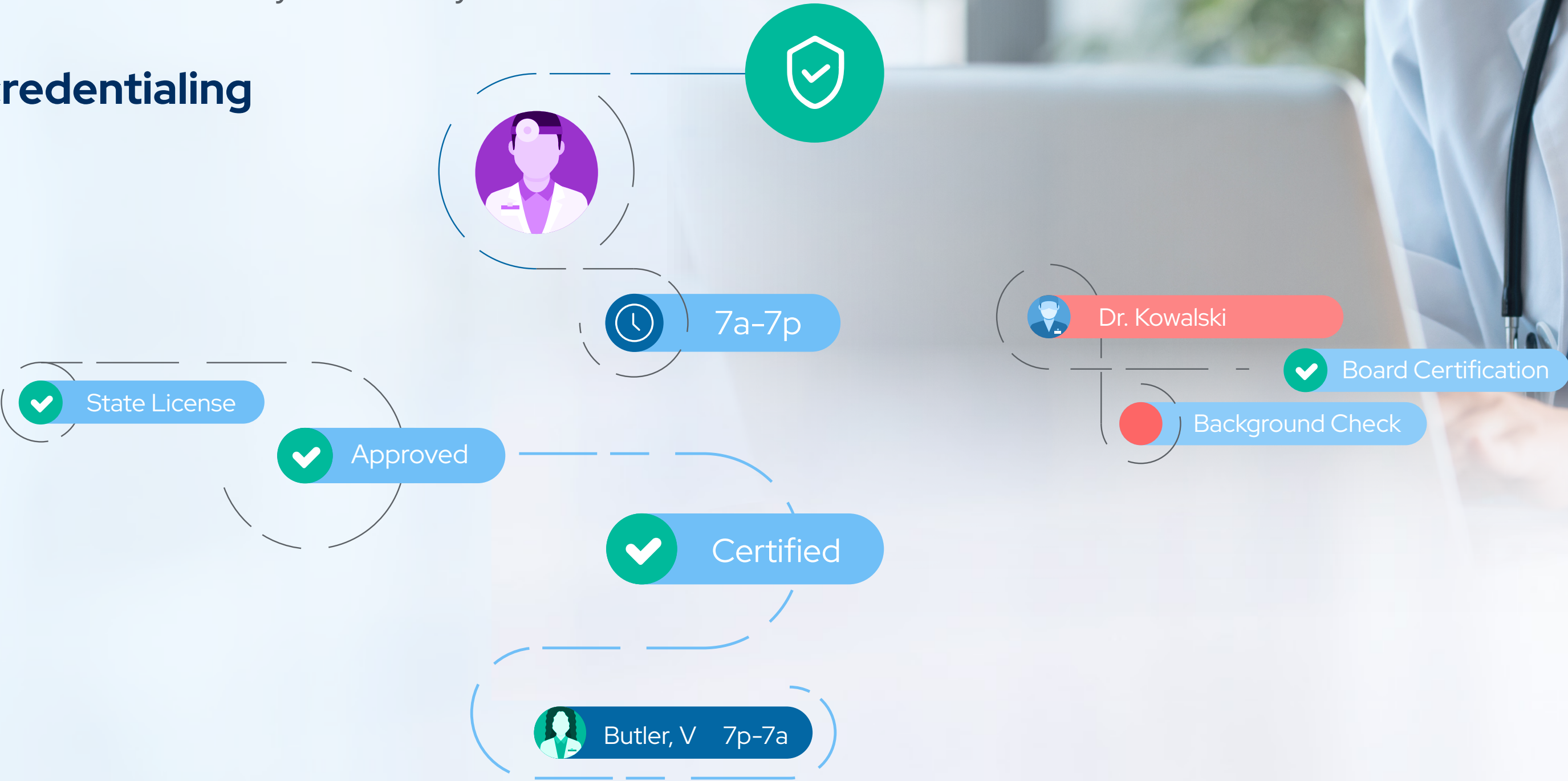
### Mitigate compliance risk

Receive proactive alerts when a provider's credentials are nearing expiration to ensure they are not scheduled beyond that date.

# Better credentialing is possible with QGenda.

Don't be stuck with a credentialing system that's wasting time and money while putting revenue, compliance, and provider satisfaction at risk. Learn how QGenda Credentialing streamlines the credentialing process to accelerate onboarding, ease administrative burden, and facilitate a healthy revenue cycle at:

[www.qgenda.com/credentialing](http://www.qgenda.com/credentialing)



# About QGenda

QGenda revolutionizes healthcare workforce management everywhere care is delivered. QGenda ProviderCloud, a purpose-built healthcare platform that empowers customers to effectively deploy workforce resources, includes solutions for scheduling, credentialing, on-call scheduling, room and capacity management, time tracking, compensation management, and workforce analytics.

More than 4,500 organizations partner with QGenda to advance provider scheduling, optimize capacity, and improve access to care. QGenda is headquartered in Atlanta, Georgia, with a second office in Baltimore, Maryland.

Learn more at [www.QGenda.com](https://www.QGenda.com)



- 1 Amy Baxter, *Inflation Eating Away at Hospital Margins*, Healthcare Exec (July 21, 2022), found at <https://healthexec.com/topics/healthcare-management/healthcare-economics/inflation-eating-away-hospital-margins>.
- 2 Susan Morse, *HIMSSCast: The Financial Pressure on Hospitals is Not Abating in 2023*, Healthcare Finance (January 20, 2023), found at <https://www.healthcarefinancenews.com/news/financial-pressure-hospitals-not-abating-2023>.
- 3 *The Current State of Hospital Finances: Fall 2022 Update*, prepared by Kaufman Hall & Associates LLC and released by the American Hospital Association.
- 4 Medical Group Management Association and Jackson Physician Search,, *Back from Burnout: Confronting the Post-Pandemic Physician Turnover Crisis*, October 2022, found at <https://www.mgma.com/getmedia/1408e120-6b54-432a-8e4e-8945c9eee2c1/2022-JPS-MGMA-Physician-Burnout-Engagement-Retention-Report-FINAL.pdf.aspx?ext=.pdf>.
- 5 Elaine K. Howley, *The U.S. Physician Shortage is Only Going to Get Worse. Here Are Potential Solutions*, Time (July 25, 2022), found at <https://time.com/6199666/physician-shortage-challenges-solutions/>.
- 6 KLAS Research, *Credentialing 2022 Performance Report: What Solutions Have Fulfilled Their Efficiency Promise?* (October 2022).