



Salesforce Provider Lifecycle Management

Manage complex provider relationships and deliver a better onboarding experience

While effective and expedited provider onboarding is critical to a payer's network operations, it usually takes over 60 days to onboard new providers. Fragmented provider data, coupled with disjointed systems, often lead to a frustrating experience for both providers and payers. The result is delayed patient care, corrupt data, incorrect claim payments, and inefficient network management.

Moreover, payers face tremendous pressure from both the state and federal agencies to maintain accurate provider directories. The CMS Interoperability and Patient Access Final Rule for Patient Access and Provider Directory, effective from July 2021, will further impede payer network operations.



Virtusa's Provider Lifecycle Management (PLM) solution is the first end-to-end solution built on top of the Salesforce platform that allows payers to address bottlenecks across five key business areas: network development, contracting, credentialing, configuration, and servicing. It helps payers reduce provider onboarding time by 50% and save up to five million dollars. By automating 90% of manual processes, it helps avoid CMS and member complaints due to poor data quality.

Why clients are choosing Virtusa?



PLM is the only comprehensive full lifecycle solution available in the market today.



With deep engineering and domain experience, Virtusa has successfully partnered with Salesforce to deliver strategic healthcare applications to national and regional payers.



Our committed and collaborative approach towards achieving value-based outcomes for clients ensures that we deliver high-quality solutions with a quick turnaround time.

Capabilities

Pre-built integrations with established sources of provider data such as CAQH and NPPES

Robotic process automation (RPA) to automate more than 80% of the primary source verification (PSV) steps

Intelligent and configurable workflow management including smart tasks and required document checklist

Automated roster file management to enable the ingestion of provider data in bulk from CSV

Available on Health Cloud/ Service Cloud

Digital enrollment solution through the Customer Community Cloud

Interactive reports and dashboards

Success stories



Reduced provider onboarding time from 90 to 30 days for a leading US-based provider of managed care services targeted towards government-sponsored healthcare programs like Medicaid and Medicare as well as health plans and prescription drug plans.



Reduced provider enrollment time by over 70% with the Communities module of the PLM app for a large health insurance provider in the US.