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HealthCare Administrative Solutions, Inc. Credentialing Performance Highlights

HealthCare Administrative Solutions (HCAS) is pleased to report its performance results to participating health plans and the provider community for the period January 1 through June 30, 2015.

HCAS participating health plan turnaround times remained consistent with prior reporting periods and exceeded voluntary performance guidelines. Yet in the first half of 2015 credentialing turnaround times were negatively impacted by the implementation of the new CAQH ProView system that caused delays for providers completing their credentialing applications. The ProView system serves as the data repository that is utilized by HCAS participating organizations and many health plans across the country to collect provider credentialing information.

HCAS has been working closely with CAQH to offer feedback and to improve the application system and its performance. We at HCAS and our member health plans continue to be committed to improving the provider experience and conducting administrative processes in an efficient manner. That is our commitment to the provider community.

The HCAS performance results for the first half of 2015 include:

- Ninety-six percent of completed credentialing applications for new Massachusetts physicians were processed within 30 calendar days. Health plans continued to exceed the 95% statewide performance guideline for the processing of new physician applicants.
- HCAS participating health plans average turnaround time to complete the processing of new Massachusetts physician applicants was 11 calendar days.
- HCAS participating health plans credential 76,000 providers in Massachusetts and New England, an increase of 5% in Massachusetts and 17% in the region from the prior year.*

HealthCare Administrative Solutions, Inc. (HCAS) is a non-profit entity founded by several Massachusetts health plans to collaborate on administrative simplification initiatives.

*Network totals based on data as of 8/2015.