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HealthCare Administrative Solutions, Inc. Credentialing Performance Highlights

January through June 2007

HealthCare Administrative Solutions (HCAS) reported to its participating health plan members and the provider community performance results for the first six-month period following the implementation of a centralized credentialing process:

- In Massachusetts, 86 percent of credentialing applications were processed using the online application process versus paper or facsimile submissions. In New Hampshire and Maine, 92 percent of applications were processed online.
- HCAS participating health plans have completed the credentialing process within 30 days for 96 percent of new physician applicants submitting completed applications. This exceeds the performance guideline included in the Massachusetts Statement of Principles for the physician credentialing process.

Although data entry requirements to complete the Integrated Massachusetts Credentialing Application have increased during the phase-in of this new process, providers completing one application can update or refresh their credentialing data for future recredentialing cycles. The application data is also portable should a provider move to another facility, medical practice or out-of-state.

HCAS was formed in 2005 by several not-for profit health plans committed to simplifying the administration of health care. HCAS participating health plans include: Blue Cross and Blue Shield of Massachusetts, Fallon Community Health Plan, Harvard Pilgrim Health Care, Health New England, Neighborhood Health Plan, Network Health, and Tufts Health Plan.