



HealthCare Administrative Solutions, Inc. Credentialing Performance Highlights

HealthCare Administrative Solutions (HCAS) reported its July through December 2007 performance results to participating health plans and the provider community.

- The HCAS credentialing initiative processed nearly 28,000 initial and recredentialing applications on behalf of health plans in the last six-month period.
- Fifty percent of provider recredentialing applications were up-to-date and went directly to primary source verification without additional provider outreach or intervention.
- HCAS participating health plans, on average, required less than 15 days from receipt of a completed application to committee approval date for new physician applicants.
- Ninety-three percent of new Massachusetts physician applications were processed within 30 days. The decline in processing time experienced during this reporting period can be attributed to one-time events, including the implementation of new credentialing information systems and business processes that impacted a limited number of HCAS health plans. While we are sensitive to these results, we are confident that individual organizations have implemented corrective action plans to improve and restore performance. HCAS will continue to monitor health plan performance to ensure sustained and continued improvement and will keep you posted of progress.

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 Blue Shield of Massachusetts, Fallon Community Health Plan, Harvard Pilgrim Health Care, Health New England*, Neighborhood Health Plan, Network Health, and Tufts Health Plan.

*Health New England data is not included in the findings.