



National Healthcare Network Restores Compensation Peace of Mind & Data Integrity

ProCARE Portal worked hand-in-hand with a national cancer treatment center to reduce compensation errors and overhead while improving provider relations and increasing trust.

Precision, accuracy, and automation of compensation are mission-critical for a growing, national care network. This organization is dedicated to maximizing operational efficiencies while providing a positive provider culture. Achieving this goal with a manual compensation management process has proven challenging.

When ProCARE met with the client's team, calculations were spread out in numerous excel workbooks across the organization. The team was manually pulling, managing, and manipulating data multiple times each month, and whenever a new time period was requested for analysis.

About the National Healthcare Network

TOTAL PROVIDERS:

1000+

DATA TYPES:

Payments,
Charges,
Documentation
Complete,
Scheduling &
Payroll

CONSOLIDATION:

5 Regions
merged to be
managed by
one team

BUSINESS RULES:

700+



"Everyone saw the value [of ProCARE]. This wasn't something we should do, it was something we needed to do."

- Client Quote

The Challenge

The individual provider contract terms and manual nature of the client's existing compensation management process resulted in:

- ▶ Significant payment errors of \$10-100K per issue
- ▶ Declining provider trust
- ▶ Substantial internal resources depleted
- ▶ Avoidable added stressors on administrative teams

As the organization moved from a site-specific physician group model of five separate regions to a national physician group model, it was critical they reduce these errors, improve the transparency of information with their providers and create a scalable, reliable compensation calculation system that encompassed all compensation plans, RVU adjustments and variabilities at the foundation.



"Overall we knew that the way we were processing compensation was very flawed and broken. We had multiple sites, and significant payment errors that went undetected, becoming big issues over time. When we started discussions with ProCARE we realized that we were using tons of manpower to calculate provider compensation, and weren't even sure if it was right. Everyone saw the value - this wasn't something we should do, it was something we needed to do."

- Client Quote

The client was seeking to standardize & streamline not only its compensation principles and philosophy but also the actual payment mechanisms, with an automated solution. They chose ProCARE.



"Before ProCARE we spent so much time manually updating our excel workbooks and reports constantly, with every comp change and personnel change. Having ProCARE has been a game-changer for us."

- Client Quote

The Solution

ProCARE implemented a centralized solution with capabilities to manage all complexities and visibility into data for all parties. The platform encompassed six compensation model types for the client including:

- ▶ Collections
- ▶ RVU, Advance Practice Practitioner, CMS Charge Based Encounters
- ▶ Contract/Employed Logic and Groupings

With over **700 unique business rules**, the solution was built to accommodate a wide array of complexities including contract YTD, mid-period starts (proration), retro processing by provider, team-based models, exceptions, logic, facility differences, specialty variations, and one-offs.



In addition, ProCARE developed a fully-automated APP allocation dynamically calculated and weighted based on multiple source data elements.

The client's team now has easy and immediate role-based access to critical statistics, graphs & reports across any time period on-demand. Analytics and reporting produced from the ProCARE platform include Production, Specialty Benchmarks, Visit/Encounter Statistics, Payment Percentages, Fair Market Value calculations, and internal analytics on Group/Team/Region/Specialty breakdowns.

Significantly improved operational efficiencies, data transparency, and provider trust



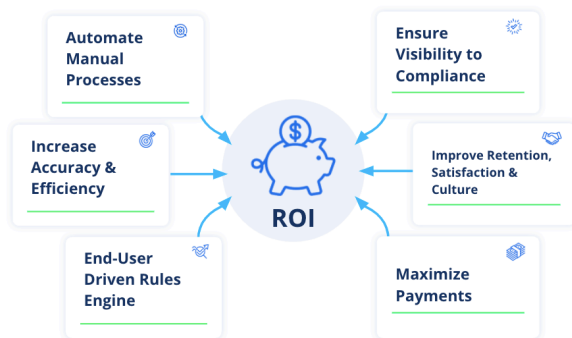
"I assumed there had to be a solution like ProCARE out there. Not every healthcare system could be doing it the way we were, so I was hopeful that there was something better. And ProCARE delivered."

- Client Quote



The Value: Life is Better with ProCARE

The client's compensation management transformation powered by ProCARE resulted in significant time savings, increase in data accuracy, dramatic reduction in errors and disputes, a streamlined physician onboarding process, and improved provider relations, satisfaction and culture.



The partnership with ProCARE gives their client peace of mind knowing they aren't alone in tackling their most complex compensation challenges, changes and growth now and into the future.

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“I am very, very happy with the program and the ProCARE team we work with. I would definitely vouch for them any day to anyone.”

- Client Quote



Get Started with ProCARE

Discover what ProCARE can do for your organization. Get started with an Introductory Call today to explore how to drive key business objectives by leveraging automated and optimized incentive compensation processes.