Provider Data Management and Credentialing

Delivering value through personalization

Reduce claims costs and risks while growing revenue

The risks of maintaining inaccurate Provider data can be long-lasting and expensive. With so many other business obstacles to overcome, the last thing your business needs is increased cost due to audits and fines, damage to your reputation, and lost revenues resulting from dissatisfied members and Providers. It's no longer enough to be mostly accurate.

Firstsource's Provider Data Management services save you from the pain and penalties associated with inaccurate or out-of-date Provider data. Our solutions are both high-tech and high-touch, combining secure data management, leading-edge automation, and skilled personnel enabling your operations to function on the best data available. Additionally, our hands-on research into discrepancies doesn't just correct issues now—it finds and resolves root problems for immediate superior member and Provider support and even better service in the future.

Cost-effectively and consistently improve your Provider data accuracy with Firstsource, and reduce the cost, risk and complexity across departments and systems. Enhance member and Provider satisfaction, and grow claims auto-adjudication rates.

Reliable and personalized Provider outreach

Keeping Provider network information up to date requires consistency, diligence and a personal touch. We update Provider file demographics, maintain directories, and manage credentialing documents to help you:

- Correctly represent which Providers you have under contract

- Verify the number of physicians in your network

- Ensure members can find doctors and get treatment

- Protect members from the unnecessary medical expense of out-of-network care

- Significantly reduce your risk of fines, sanctions, class-action litigation, and reputation damage

- Increase auto-adjudication rates and revenue while shrinking operating costs across business functions

Get the highest accuracy with comprehensive data, expert agents and leading-edge technology

The only way to know that your Provider data is up to date is by always being aware of when it changes. Firstsource's Provider data solutions access multiple, comprehensive data sources for the most accurate professional, clinical, and demographic information. Our high-speed, high-resolution imaging technology and centralized data management keep credentialing documents securely stored and close at hand. In addition, our leading-edge technology is backed by the expertise of our trained, experienced agents, who further ensure the accuracy of your data with personal, hands-on attention.

CONTACT US

Helping customers stay ahead of the curve through transformational technologies and capabilities

Firstsource Solutions Limited, an RP-Sanjiv Goenka Group company, is a leading provider of transformational solutions and services spanning the customer lifecycle across Healthcare, Banking and Financial Services, Communications, Media and Technology and other industries.

Our 'Digital First, Digital Now' approach helps organizations reinvent operations and reimagine business models, enabling them to deliver moments that matter and build competitive advantage.

With an established presence in the US, the UK, India and the Philippines, we act as a trusted growth partner for over 100 leading global brands, including several Fortune 500 and FTSE 100 companies.

For more information, please visit www.firstsource.com