CASE STUDY

Building a Dedicated Offshore Credentialing Team to support business growth

Introduction

Connext is a leading offshore staffing and outsourcing company that specializes in providing highly skilled and qualified professionals to businesses across different industries. In this case study, we will examine how Connext helped a US-based medical billing company build, train, and manage a dedicated offshore credentialing team. This led to revenue losses, increased administrative costs, and dissatisfied clients.

Background

The client, a US-based medical billing company, was facing challenges with its credentialing process.

The credentialing process is crucial in the healthcare industry as it ensures that healthcare providers are qualified and competent to provide quality care. The client was struggling to keep up with the volume of credentialing requests, which resulted in delays in the provider enrollment process. This led to revenue losses, increased administrative costs, and dissatisfied clients.

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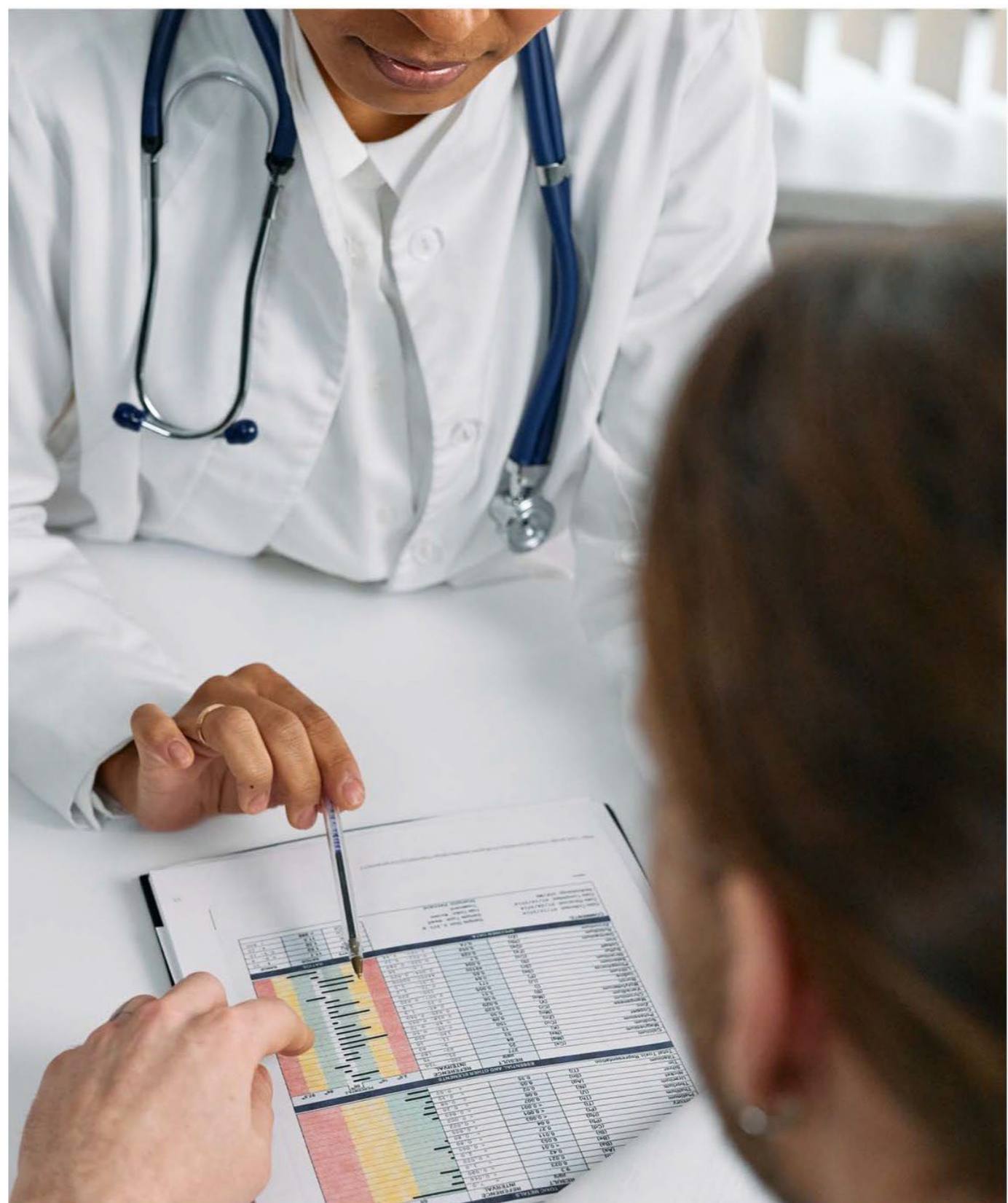
Challenges

The client was looking for a cost-effective solution to manage its credentialing process. They were hesitant to hire and train an in-house team due to the high cost of labor in the US. They needed a dedicated team that was highly trained, experienced, and efficient in credentialing. Additionally, they needed a team that could communicate effectively and work seamlessly with their onshore team.

Solution

Connext provided the client with a customized offshore staffing solution that addressed their needs. Connext's team of experts worked closely with the client to understand their requirements and developed a detailed plan to build, train, and manage a dedicated offshore credentialing team.

Training the Team

Connext's recruitment team utilized its vast network of professionals to identify highly skilled and experienced credentialing specialists. They screened candidates for their credentials, experience, and communication skills to ensure they were a good fit for the client's requirements. Once selected, Connext's HR team managed the onboarding process and provided the necessary training to ensure the team was familiar with the client's processes, tools, and systems.

Building the Team

Connext's training team provided comprehensive training to the offshore credentialing team to ensure they were up-to-date with the latest healthcare regulations, compliance requirements, and industry standards. Additionally, the training team worked closely with the client's onshore team to ensure seamless collaboration and communication between the two teams.

Managing the Team

Connext's team of managers provided ongoing support and supervision to the offshore credentialing team to ensure they were meeting the client's expectations. They monitored the team's performance, provided feedback and coaching, and addressed any issues that arose promptly. Additionally, Connext's team utilized its technology platform to track the team's performance, generate reports, and provide the client with real-time updates.

Results

Connext's offshore credentialing team has successfully addressed the client's challenges, resulting in improved efficiency, reduced administrative costs, and increased revenue. The team has been able to process a high volume of credentialing requests accurately and efficiently, resulting in faster provider enrollment and improved client satisfaction. The client has been able to save over 50% in labor costs by utilizing Connext's offshore staffing solution.
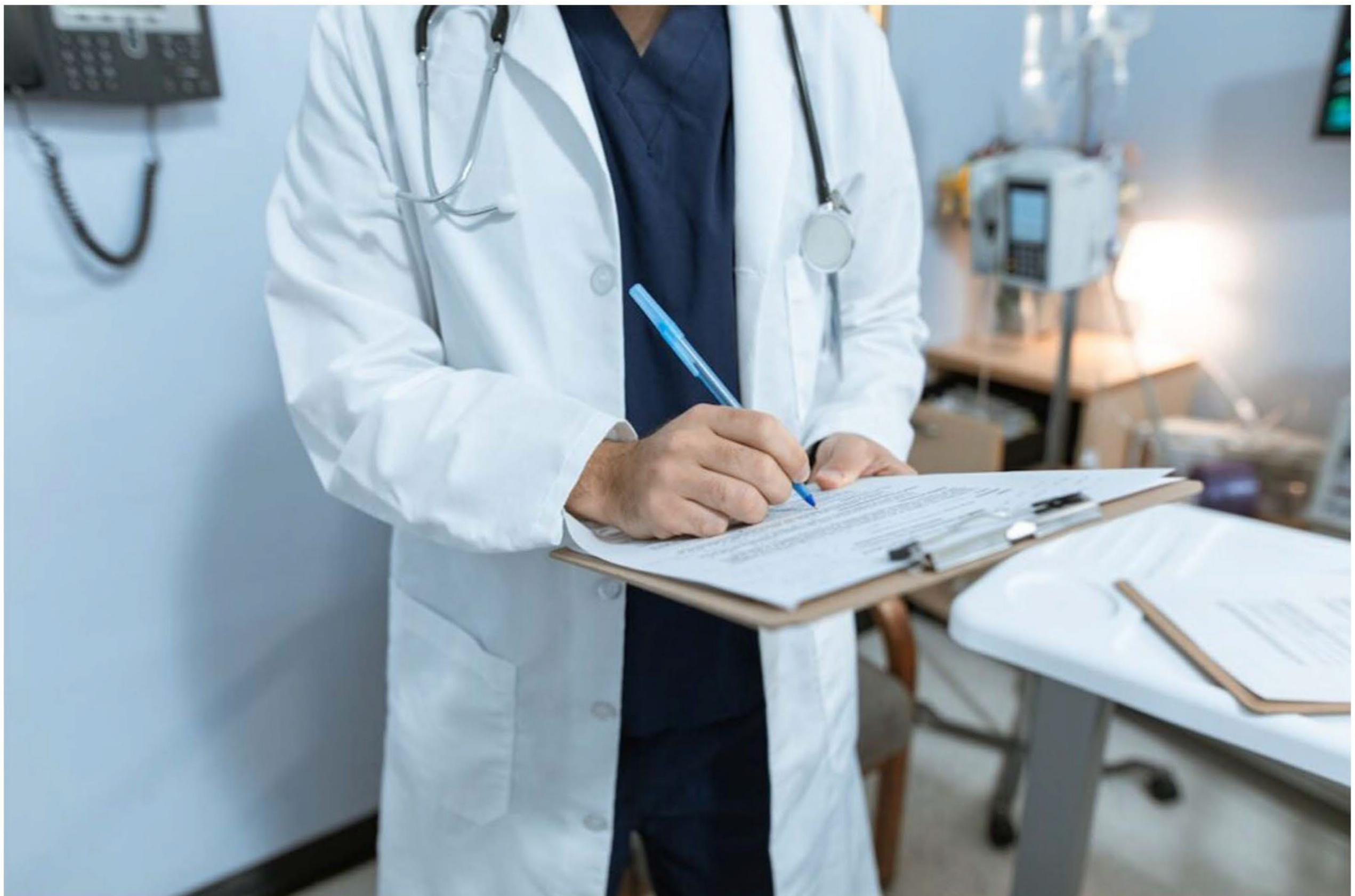
Conclusion

Connext's customized offshore staffing solution has helped the client overcome its challenges in credentialing, resulting in improved efficiency, reduced administrative costs, and increased revenue. Connext's team of experts has been able to build, train, and manage a dedicated offshore credentialing team that has seamlessly integrated with the client's onshore team.

Connext's solution has proven to be a cost-effective alternative to hiring an in-house team, allowing the client to focus on its core business while Connext takes care of their staffing needs.