



# MODERNIZING HEALTHCARE ADMINISTRATION PROCESSES EASES THE PAIN

## *National Health Care Network Leverages Dynamics 365 to Streamline Administrative Processes*

A national health care network launched an effort to improve their community care program and the customer experience when interacting with the administration. The network realized that to do so, they needed to modernize their technology and create new operational processes that eased the access and visibility to providers.

Most network clients are eligible for free health care, but to get it, they must use providers that are part of the health care network. The organization vets and approves health care professionals; therefore, medical treatment can only be scheduled and approved if the provider is part of the community provider network.

### THE CHALLENGE

Prior to Catapult working with the network, administrators added and located provider information on spreadsheets and SharePoint sites. Customers had to call the network to find a provider in their area that met their needs, just to find out that many clinics and hospitals were nowhere near their location.

Due to the manual processes, the database was unmanageable and hard to keep up to date, creating confusion for clients when they were assigned to a provider that no longer partnered with the network.

To solve the lack of medical locations in some areas problem, Congress set in motion the ability for network customers to get care from a local provider and receive reimbursement,

expanding the number of providers and services available. To improve processes and cope with the increase of vetted providers, the organization needed to modernize to enhance the accessibility and capacity of the IT systems.

Catapult helped the health care network create a national directory repository to house contracted health care provider information, including contact information, specialties, and location. The staff needed a platform that would allow them to use search filters to locate a vetted specialist near the customer's home when needed.

### THE SOLUTION

After a series of environmental assessments, Catapult helped the network implement Dynamics 365 to streamline business processes so customers could get a smooth, accurate, and personalized experience, starting with deciding what provider to go see.

Catapult created an easy-to-use, time-saving, and accurate solution to manage the vetting and approval of network providers, as well as the hosting of hundreds of thousand records, allowing staff and customers to search for the desired provider easily.

Leveraging Azure Web Apps, Catapult helped interface the system with other health care networks to make their data available, creating a large repository. Furthermore, Catapult automated a set of data validations to ensure that the

data being imported was that of in-network health care information and was accurate. Catapult also implemented the LEIE (List of Excluded Individuals/Entities), a database that updates monthly and screens providers to make sure they are not excluded from practicing with patients. Lastly, Catapult experts used SAMS, System for Award Management, for entity reporting and verification, adding an extra layer to the vetting process.

## RESULTS

Catapult helped create a directory, the Provider Profile Management System (PPMS), that serves as an enterprise resource for other systems and thousands of end users. The solution enables end users to search, administer, and disseminate the authoritative source for health care provider information within the organization. It is now easier for managers to keep the provider's data updated. The solution has allowed staff members to be more efficient when looking for providers, saving the network time and money.

After Congress' motion of expanding the number of approved providers, those interested in joining the network had to be vetted and approved before being listed in the management system. Catapult's solution automated the vetting and approval process of listed providers. What used to host thousands of contacts in spreadsheets and SharePoint sites, now hosts half a million health services, giving customers the accessibility to the health care they need and the ability to find someone to help them feel better.

PPMS allows customers to find community providers via their website and supports staff in identifying community providers more easily when scheduling appointments when customers call in.

## TRANSFORMATIVE IMPACT

- **Improved and automated data validation** of provider's contact information, specialties, and location.
- **User-friendly solution** with integration of current data of in-network providers.
- **Improved ease** of finding a provider that meets the customer's health needs and location.
- **Reduced travel time** for customers, the ability to locate providers in maps helped with decision making.



How can we help you?

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