

Provider Network Audit Services

CareCall, a leader in state-of-the-art call center services for health plans, is now offering Provider Network Audits to America's leading health care organizations. These surveys gather information directly related to an organization's accessibility standards and are invaluable in assisting the organization to provide the most caring and responsive service possible.

Accessibility of services is a key factor in the credentialing process of managed health care organizations, and can have a major impact on member satisfaction and retention. Both NCQA and state insurance departments require monitoring of accessibility according to predetermined standards for quality assurance.

These standards monitor accessibility of care by evaluating the appointment availability and access to after-hours care. Through valuable data collection, organizations can identify areas for improvement.

In order to assure accessibility to primary and urgent care, organizations are required to establish standards of timeliness for services, including:

- Routine physical exams
- Routine primary care
- Urgent care appointments
- Emergency care, and...
- After hours access care

Organizations are required to assess their performance against set standards at least annually.

Methods utilized include:

- Practice-specific surveys
- Office site audits
- Identified audits
- "Secret Shopper" surveys

Of these methods, the identified audits and "Secret Shopper" surveys can provide the most cost-effective audit process. In most cases, very little supplemental data is required and feedback is immediate.

ADVANTAGES OF CARECALL'S NETWORK AUDIT PROGRAM

CareCall provides a dedicated provider outreach service. As such, we offer unique advantages over primary, in-house capabilities and market Survey companies. At CareCall, we utilize the latest in telecommunications technology and skilled courteous representatives, which enables us to deliver cost-effective services while maximizing maximum performance. In addition, we maintain the timeliness of all our calls with accurate call tracking and reporting, thereby removing the halo-effect from the audit.

Today's most successful health care organizations know the value of network auditing as an integral part of their customer retention program. And no customer service organization meets that need more effectively than CareCall. Call us today and learn more about our Provider Network Audits and other call services from CareCall.

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