

NAMSS

47th

EDUCATIONAL

CONFERENCE & EXHIBITION

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Building Better:
Setting the Foundation
for the Future of the Profession

Commercial CVO's: Friend, Foe or Both

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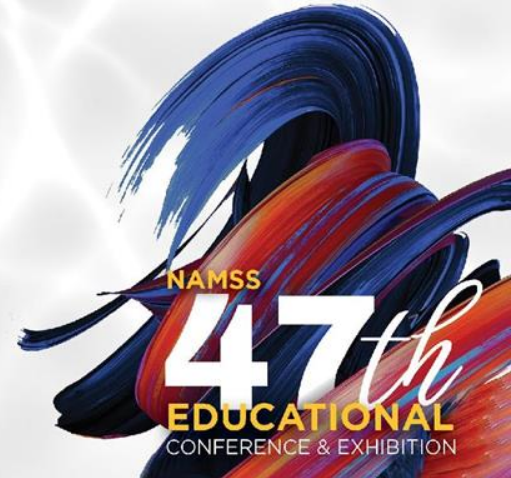
andros Technologies Inc.

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Agenda

- Objective of Session: Interactive Discussion
- What is a Commercial CVO? Differences from System CVOs
- Typical scope of Commercial CVO's services, Who are Commercial CVO's Clients, What can and can't a CVO do
- Making the decision to outsource or keep in house
- Challenges: For Clients and for the Commercial CVO
- So you are going to outsource to a Commercial CVO...
What's Next?
- Questions & Answers



Live Polling

- What is the first thing that comes to mind when you hear “CVO”?
- How many people utilize or work at a CVO?

slido



**How many people utilize
or work at a CVO?**

① Start presenting to display the poll results on this slide.

slido



What is the first thing that comes to mind when you hear “CVO”?

① Start presenting to display the poll results on this slide.

Objective

Outsourcing your primary source verifications and sanction monitoring is a difficult decision that many payors and provider organizations struggle with. Weighing and exploring all of the pros and cons are crucial prior to making the decision to outsource or keep in house.

At the end of the session it is the hope of the presenters that the audience has a better understanding of what a commercial CVO is, some challenges, pros and cons when outsourcing to a commercial CVO.

Credentials Verification Organization

According to NCQA, a CVO is “an organization that conducts primary source verification of practitioner credentials for other organizations”

Commercial CVO vs. Health System CVO

Commercial CVO

- Multiple Clients
- Multiple States
- Centralized Data Storage
- Follow NCQA CVO Standards (familiar with CR)
- CMS and other accrediting bodies

Health System CVO

- Only for facilities within Health System
- Owned by Health System
- Need to follow NCQA CR and CVO Standards
- Need to follow TJC or DNV or accrediting bodies
- Need to follow CMS

Scope and Services

Services

- Primary Source Verification
 - CVO 4: Verifying Licensure
 - CVO 5: Verifying DEA or CDS Certification
 - CVO 6: Verifying and Reporting Education and Training
 - CVO 7: Verifying Board Certification
 - CVO 8: Verifying and Reporting Work History
 - CVO 9: Verifying and Reporting Malpractice History
 - CVO 10: Verifying and Reporting State Licensing Board Sanctions
 - CVO 11: Verifying and Reporting Medicare/Medicaid Sanctions
 - CVO 12: Processing Application and Attestation
 - CVO 13: Application and Attestation Content
 - CVO 14: Ongoing Monitoring of Sanctions

Clients

- Health Plans/ Payors
- Provider Organizations/ Groups
- Telemedicine (Behavioral Health)
- IPA/ ACO/ MSO/ Specialty Networks
- Hospitals

Scope and Services

Benefits

- Technology
- Faster Turnaround Time
- Accelerate processing with automated connections to all primary sources
- Centralized Data Storage
- Quality
- Reduce Administrative Cost
- Ongoing Monitoring

Challenges

- Loss of Autonomy/ Control/ Oversight
- Change in Process
- Elimination of Positions
- Communication

What a CVO Can and Can't Do

Can Do

- Primary Source Verification
- Ongoing Monitoring
- Outreach Support
- Additional Services
 - Committee Support
 - Audit Support
 - Hospital Admitting Verification

Can't Do

- **Make Credentialing Decisions**
- Clinical Privileging
- Utilization Management
- Patient Complaints
- FPPE/OPPE
- Competency Assessment Forms

Outsourcing to a CVO

Evaluating Options

- Technology
 - Easy to Use
 - Transparency
 - Reporting Capabilities
 - Data Extract
 - Quality
 - Turn Around Time
- SOW/Agreement
 - Does it meet your needs
 - Performance Goals/Expectations
 - Annual Oversight

Implementation

- Technology
 - CAQH
 - NPDB
 - Data Integration
- Pre-Delegation Audit
- SOW/Agreement
 - Make sure everything is clearly outlined and who is responsible for each element
 - Continuous and Annual Oversight
- Continuous Communication
 - Set up Weekly/ Monthly Calls



QUESTIONS

ANSWERS

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THANK YOU FOR YOUR TIME



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