



# BASELoad

## WHAT TO EXPECT



**CLEAN UP YOUR  
HEALTHCARE  
PROVIDER  
DATABASE**

**A GUIDE FOR HEALTHCARE PAYERS**

## Overview

Ready, clean, and complete medical provider data is critical for smooth operations in adjudication, IRS filings, and other applications as well. Disorganized and incomplete data create great cost and inefficiencies in your process and organization. Thus, the return on investment of cleaning your medical provider data is great, but the questions are many. What's the cost, the timeline, the potential issues? Can we do it in-house? When will we have to do it again? How do we know all is secure? And on and on.

Here at BASELoad, we work with clients daily to create custom solutions for their medical provider data. We are THE innovators and leaders in medical provider data services. And we've been doing this now for over 25 years. We can help with these questions that payers face around medical provider data cleanup. That's why we've created this document. We hope it provides you value, and please let us know if we can help with your situation.

## DO YOU NEED YOUR PROVIDER DATA CLEANED?

If your adjudication process generates an error queue that needs to be researched and corrected manually, then you need to clean your data to be more efficient and profitable.

## COST OF NOT DOING IT

The cost of manual intervention due to errors in medical provider data is \$6.00 per claim and \$3.00 per phone call.\* How many of your claims have missing or inaccurate medical provider data?

\*From Managing the Health of your TPA. Know your numbers - Glenn McLellan, President McLellan Consulting Services. Data from 1/1/16 - 12/31/17 83 TPA, 3.2 million covered employees (Small, Med., and Large TPAs represented) - See presentation

## COST OF DOING IT INTERNALLY

Healthcare payers all have staff who can write programs, manage databases, and do data research and entry. Therefore, a payer should ask the question: Is this something we want to do in-house? Usually, the answer is no. The costs, time, and unknowns are just too great.

Explore these questions to consider an in-house solution:

- How long (hours, weeks, months...) will it take develop and code a solution?
- How many resources will be involved in this project?
- How many employees will need to be involved?
- How fast can the new solution (once designed, developed, and tested) be implemented?
- What projects/tasks will be moved to the bottom of the priority list?
- How well can you predict the overall cost?
- And finally, how much confidence do you have in the overall success of the project?
- What are your expertise in this field?
- Have you successfully come up with a solution in the past?

## COST OF OUTSOURCING THE PROJECT TO BASELOAD

We've been doing medical provider database cleanups for over 25 years. Our processes are in place, and our database of medical providers is enormous. With just a short interview by conference with you and your staff, we can provide a cost and timeline for our services. With honed processes, well-iterated technologies, and huge amounts of ready data, we never fail to provide a solution that is both better and less expensive than doing such a project in-house.

## Discovery

### CHANGE MANAGEMENT

Undertaking any kind of project within an organization creates some kind of change and necessitates change management. For a database cleanup project, there will be needs from IT or data management staff. There will be needs from legal. And there will be needs from the operations manager and/or CEO.

BASELoad has led organizations through these projects - cleaning, validating, and fulfilling medical provider data - since 1999. We recognize that not all payers are the same, and that's why we take the time to fully understand the individual needs of our clients and create custom solutions to meet those needs.

### BUSINESS REQUIREMENTS

Before we work through the technical requirements of the project, it's important to understand your business requirements. Some key questions to ask include:

1. What is your goal in doing the project?
2. What are your current provider database issues - duplicates, missing information, undeliverable addresses?
3. What claims/bill system are you currently using?
4. How many providers do you currently have in your provider database?
5. What is your budget?
6. What is your timeline?
7. Are you considering an ongoing solution to keep the database clean?



### PROJECT TEAM

Next, you will need to select your team for the project and determine roles and responsibilities. You will need to answer the following questions:

1. Who will export the provider database file?
2. Who will be importing and testing the cleansed file?
3. Who will be using and monitoring the database?
4. Do you use a **Proprietary** or **Claims/Bill Payer System**?

**Proprietary:** Who on the technical team needs to be involved?

**Claims/Bill Payer System:** Do they need to be involved?

Once you have your project team in place and your overall business requirements defined, then you are ready to execute your provider data cleanup project.

## Project: Data Cleanup

### PROJECT OVERVIEW

Once we have clearly defined the goals, needs, budget and timeline in the Discovery Phase, we will lead you through the process of executing the project. For the project to be completed efficiently, it is important that we, as a team, stick to the timeline and maintain open lines of communication. In summary, we will gather the data, clean the data, and deliver back the data (including user training and testing) into full implementation in the live production environment. We go into more detail below.

#### DATA GATHERING

While BASELoad is familiar with various different file formats, the pipe delimited is preferred. The file format can vary depending on the claims/bill payer system used and can be discussed during a technical call.

#### DATA ENTRY

BASELoad is proudly partnered with Eldorado, LuminX, VBA, and WLT and is familiar with other key claims/bill payer systems. BASELoad also works with many proprietary systems. We will need to be aware of the claims/bill payer system being used as well as the fields and tables required, as additional coding may be required. This will be discussed during the technical call prior to the start of service.

#### DATA CLEANING

During the data cleaning process, we clean every aspect of the data, including:

1. Name Parse
2. Name and Address normalize, address verification
3. Identify and Flag Duplicate Providers
4. BLI Key Inserted
5. Additional cleaning utilities as stated in the Statement of Work
6. Fulfillment (Optional)

TIN, NPI, Taxonomy, License, Medicaid, Medicare, Phone/Fax

#### DATA DELIVERY

When we deliver the clean data back to you, we cover all of the necessary procedures to guarantee a functioning, accurate, and useful database for your organization. We work with you to:

1. Review your staff's responsibilities
2. Conduct user acceptance testing
3. Take the changes live to production
4. Provide system monitoring

### PROJECT CLOSE

Once the provider database cleanup is completed, we are confident that you will be pleased with our services. If you haven't already, this may be the best time to start thinking about next steps and establish a plan to maintain the cleanliness of your database.

BASELoad offers additional services that maintain the cleanliness of your database. If you pay claims/bills, our EDI provider matching service, SureHit, may be perfect for you. If you do not pay claims/bills, you may be better suited with our monthly/quarterly cleanup service. You may also want to think about the impact of clean data on your IRS 1099 filings. Contact our team at BASELoad to discuss all of your options for medical provider data solutions.



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## EXPERIENCE

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We are the inventor, the innovator, and the leader in custom solutions for healthcare provider database issues. We are service-focused, have a huge database for reference, and have processes developed and iterated for over 25 years. We never fail to radically reduce costs for our payer clients. Your operation will be more efficient and more profitable due to our services.



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## SECURITY

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BASELoad is Soc2Typell certified with over 25 years of experience in cleaning and managing medical provider data for the healthcare industry. Our business success is predicated on our ability to handle sensitive information and on our policies and procedures to keep client's information safe and secure.

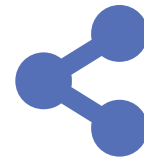


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## SUPPORT

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The entire BASELoad team is based in the United States and works from a single location. We do not have phone trees for customer processing, and we can be easily reached by phone or email during office hours. 24/7 technical support is also available.



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## COMPLEXITY

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Not all payers operate or have the same provider database issues. BLI works with clients daily, to create custom solutions. Additionally, we work and are partnered with highly recognized claims/bill payer systems. Have a proprietary system? No worries, we have worked with many of those, too.

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## VALUE ADD


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As well as cleaning up your medical provider data, BASELoad offers additional services in improving adjudication (with our SureHit program) and in IRS filings with our W-9 Corrections suite.

## Schedule a Call

Please call us to discuss how we can help you.

 704-424-9889


### QUESTIONS YOU (OR YOUR STAFF) WILL NEED TO ANSWER

- Have you ever done a provider database clean up?
- How many records are on your provider database?
- What are your provider database issues – duplicates, missing information, undeliverable addresses?
- What claims system do you currently use?


### QUESTIONS WE CAN HELP YOU ANSWER

- What are your goals for a provider database cleanup?
- What will be the quantifiable return on the investment?

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