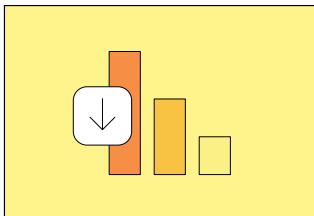


## Problem

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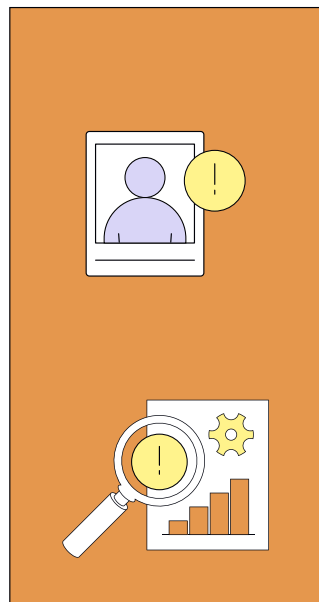
Oscar Health, a national health plan, faced significant challenges in their credentialing process:

<p>① <b>Manual delays:</b></p> <p>Manual credentialing caused delays, hindering expansion.</p>	<p>② <b>Error prone:</b></p> <p>Managing the scale of credentialing and regulatory updates manually led to errors.</p>	<p>③ <b>Data issues:</b></p> <p>Unstructured data made reporting difficult.</p>
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### Growth detractor

Without integration with primary sources, every stage of Oscar Health's credentialing process required manual verification, resulting in **lengthy turnaround times** and administrative inefficiencies.



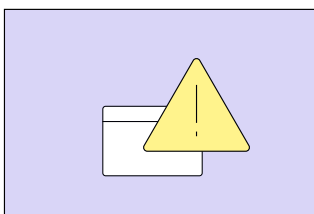
### Compliance challenges

#### *Regulatory Inconsistencies:*

Oscar's manual infrastructure couldn't ensure timely, accurate compliance with NCQA and state policies, **making audits cumbersome and leading to expired credentials** (licenses, DEA certificates & board certifications) being included in their network.

#### *Limited Monitoring:*

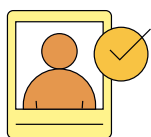
The **lack of continuous monitoring increased the risk of including providers with expired credentials or sanctions** in the network, opening Oscar to liability and potentially impacting patient care.



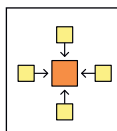
### Inaccurate & unreliable data

Without scalable infrastructure, maintaining accurate provider data was cumbersome, **leading to inaccuracies** in directories and denied claims.

# Oscar Health partnered with Certify for:



Real-time credentialing and verification



Automated network data exchange



Configurable workflows to reduce costs

## Opportunity

### Foundational Provider Data Infrastructure:

Certify implemented real-time credentialing, drastically reducing turnaround times, allowing Oscar to quickly scale their networks.

Primary source integrations and data customization added efficiency to downstream systems.

### Innovative Network Integration:

Certify provided on-demand file verification, **reducing verification times from weeks to minutes** increasing both accuracy and transparency.

An intelligent monitoring system flagged problematic providers in real time, ensuring compliance and peace of mind.

### Comprehensive Workflow :

Certify's programmatic logic **reduced Oscar's operating expenses** by enabling configurable workflows, automated recredentialing timelines, and integrated credentialing committees.

## Results

★ Reduced Credentialing TAT's to **3 days from 29.4**

★ Monitored > **85,000 providers**

★ Saved **\$150,000 annually** in administrative costs

★ Fully Credentialed > **38,000 providers**

★ **Decreased duplicate** provider issues and escalations

★ **Reduced wrongful** file inclusion and audit fees

★ Reduced manual, error-prone tasks

★ Enabled focus on strategic growth opportunities

★ Total annual savings: **\$733k**

# Certify achieved a 29% annual costs savings for Oscar Health.



Interested in learning how Certify can help your organization achieve similar results.

Book a Free Demo today or email [sales@certifyos.com](mailto:sales@certifyos.com)