

# Network Management Services

## Increased Panel Card Accuracy with Quicker Turnaround Time



### The Client:

One of the Top 5 TPA's in the U.S.

### The Client Challenges:

- Staffing and retention challenges that resulted in issues with validation and accuracy of provider panels
- Limited network management resources available to accommodate the expected turnaround time for updated provider panels
- Limited network management resources available to capture the network provider fluctuations (retired, deceased, no longer accepting workers' compensation patients)
- Client seeking single source solution to assume provider validation and panel card creation for mandatory and non-mandatory states

### The Shearwater Health Solution:

- All Panel Card Coordinators are full-time Shearwater Health employees
- All Panel Card Coordinators are either U.S. or Philippine RN's with prior call center/voice experience
- Shearwater Panel Card Coordinators validate 100% of providers prior to panel placement
- The use of Shearwater's productivity tracking tool, TotalView™, to manage efficient workflows

#### Shearwater Panel Card Coordinators

- BSN Registered Nurses with prior call center/voice experience
- Provider validation and creation of panel cards for all mandatory and non-mandatory states.

### The Result:

- Staff Reduction/Staff Reallocation to more complex processes associated with network maintenance
- Close network provider coverage gaps to ensure jurisdictional compliance
- Increased accuracy of panel cards due to 100% provider validation prior to placement
- Increased turnaround time compliance for updated provider panels

