

1st Assistant Credentialing Services

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Note From Heidi

Happy New Year! A new decade, WOW!

I love the start of a new year as it brings opportunities for both professional and personal growth.

Our goal here at 1st Assistant is to always serve our customers with efficiency and dedication. Each year, my goal is to ensure our teams work closely with you to meet your credentialing needs and customer service expectations. Progress requires us to evaluate our past work, look at things differently, and make improvements going forward.

At 1st Assistant, we continue to foster innovation and implement new processes to provide you the best customer experience possible. This, coupled with our dedication to our core values of Customer Commitment, Integrity, Teamwork and Quality drive our mission of being the BEST Credentialing service for your needs.

So, let's get started by reviewing your goals and having a conversation about how I can assist you.

Here's wishing you success and happiness in 2020 and beyond!

Heidi

**HAPPY NEW DREAMS
HAPPY NEW DAYS
HAPPY NEW LOVES
HAPPY NEW WAYS
HAPPY NEW FRIENDS
HAPPY NEW FAVES
HAPPY NEW YOU
HAPPY NEW YEAR**

Knowledge Center, Medicare and Medicaid

CAQH Survey Reveals Prohibitive Cost Burden of Updating Provider Directories



A recent CAQH survey revealed that there is a huge administrative burden associated with the maintenance of **provider directories**. That should come as no surprise to providers who must keep their information current in multiple directories.

CAQH, the Council for Affordable Quality Healthcare, surveyed 1,240 physician practices across the U.S. last September. The survey showed that directory maintenance costs healthcare practices **\$2.76 billion** every year. On average, each practice spends almost \$1,000 each month – the equivalent of one staff day per week.

April Todd, CAQH Senior Vice President for CORE and Explorations, acknowledged that the cost measured in staff time is not the only issue in maintaining provider directories. Plan members count on the directories to identify providers in their plan and to be able to quickly contact them. Inaccurate directories may present a barrier to care and eventually cost the consumer more in greater out-of-pocket costs.

[Directory maintenance and updates are vital to a successful practice...keep reading.](#)

Knowledge Center, Medicare and Medicaid

Why Medical Credentialing Is Important



You know what **medical credentialing** is – but why is it so important?

Medical credentialing is obtaining and evaluating documentation for a medical provider in order that they can participate in a network or treat patients at a medical facility or hospital. It's essential for medical offices to be able to partner with insurance carriers including Medicare and Medicaid. In the absence of providing verifications to these organizations, physicians and other medical professionals may not be eligible for reimbursable expenses.

[The importance of providing timely and managed required credentials...keep reading.](#)

Knowledge Center, Medicare and Medicaid

CAQH Proview FAQs



Do acronyms make your head swim? **CAQH** is the Council for Affordable Quality Healthcare and ProView is an online provider data-collection system. ProView streamlines the process of collecting provider data by offering one standard electronic form that satisfies the needs of almost every health plan, hospital, and other health care organization.

CAQH ProView is really a timesaver over paper submissions. The system helps eliminate redundant processes of collecting provider demographic information for various functions including **credentialing**, claims administration and directory services.

[Frequently asked questions about ProView...keep reading.](#)



Heidi Henderson

Hearts and Flowers: Valentine's Day Trivia



Valentine's Day is just around the corner on February 14th. Will you be sending that special someone some flowers or candy? How did this romantic holiday get started anyway?

The origins of this holiday are ancient and fairly mysterious. We do know that there was a man called Valentine, later made a saint, who died one February more than 1,500 years ago. At that time, Rome outlawed marriage for young men to make them stronger soldiers. Valentine defied the emperor and performed marriages in secret. One legend says that Valentine sent his girlfriend a letter from prison and signed it "From your Valentine" - sound familiar?

Here are some more facts to help you celebrate Valentine's Day:

- The oldest record of a valentine was a poem that Charles Duke of Orleans wrote in 1415 to his wife while imprisoned in the Tower of London.
- In the Middle Ages, chance told you who your Valentine would be. Young men and women drew names and then would wear the name pinned to their sleeve for one week to advertise their supposed true love.
- 144 million Valentine cards are distributed each year – just in the U.S.!
- The first candy hearts were made in 1847 by a pharmacist who invented a machine to simplify the lozenge production process. Boston pharmacist Oliver Chase soon shifted his focus to manufacturing Necco wafers and later changed to heart-shaped treats.
- Cupid's bow and arrow aren't just for show. His job was to pierce hearts and cast a spell of love.
- Venus's favorite flower is the red rose, representing strong romantic feelings, and the most popular Valentine's Day bouquet.
- 43% of millennials chose Valentine's Day as their top choice to propose marriage.
- Americans love Valentine's Day! Each year we spend almost \$20 billion on this hearts and flowers holiday.



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