



FALL 2022 NEWSLETTER

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NOTE FROM HEIDI

Hello from 1st Credentialing and happy Fall!

This newsletter provides us an opportunity to inform you about what is going on with credentialing overall. In this edition, I am addressing some of the communication difficulties we are seeing with carriers around the nation. I wish I had better news to share with you, but unfortunately that is not the case.

In the last few months, we have encountered the longest completion times for applications that we have ever seen...in 15 years! We understand how frustrating this is for you and we do all we can to escalate the issues once the original estimated timeline has passed, but with fewer and fewer provider relations representatives to contact at each insurance company, the wait times for completion are unprecedented. Our difficulty in contacting payors for status directly affects your projects, so please remember, we are doing everything we can to get answers for you.

Provider applications are taking about 120-180 days to complete, sometimes longer! If you have facility (non-provider) applications, you are seeing even longer wait times than everyone else. These can take **anywhere from 6-9 months to complete.**

We have a long wish list for bettering our communication with insurance companies but one of the biggest items on our list is communication through the use of automation. While we are seeing more and more insurance companies asking us to use portals as the means for obtaining status checks, there are issues. Some portals are helpful, but others contain information that rarely update or they give us a broad or generic response that does not accurately describe the actual status of the application.

We are continually looking for ways to improve our processes for you so that we are timelier in our tasks. We take your projects seriously and want to help in any way...but it has not been easy! Please let us know if you have any questions on your project. We understand your frustration and we will do all we can to assist you. Please contact your Sr. Coordinator and schedule a call. They will be happy to go through your account with you and address your specific questions.

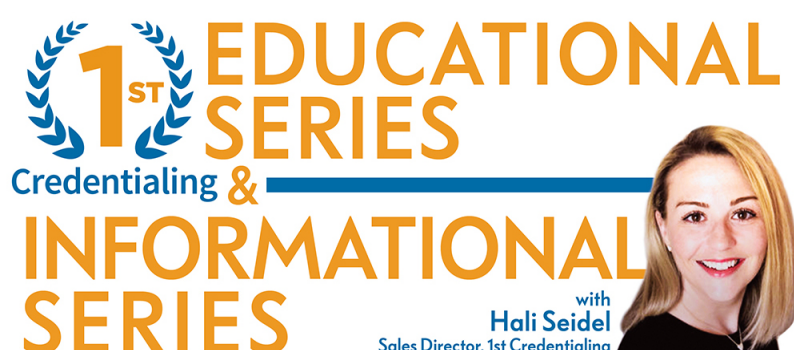
Best Regards,

Heidi Henderson
Founder/Principal, 1st Credentialing



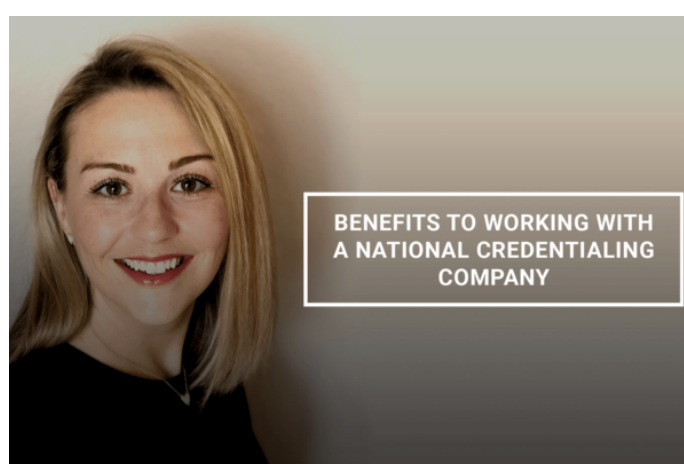
EPISODE #3 -

Benefits to Working with a National Credentialing Company



Watch both free video webinars [here](#). And check out all of the videos in our **Credentialing Video Series**.

Strong Partner. Proven Success.



Watch our latest video [here](#). And check out all of the videos in our [Credentialing Series](#).

FALL RECIPE - PUMPKIN BREAD

[Image and other great recipes courtesy of AllRecipes.com.](#)



Fall is here and so are the pumpkins. Here is a recipe to enjoy this autumn.

INGREDIENTS INCLUDE:

- Canned pumpkin
- All-purpose flour
- Nutmeg
- Cinnamon
- ...and more!

Read the other ingredients and directions [here](#).

COMPLIMENTARY CONSULTATION AVAILABLE



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