

Customer Spotlight

Eliminating manual processes



About the Customer

Established in 2003, Adamas Healthcare Consulting specializes in payer enrollment and credentialing, revenue cycle management, and accounts receivable. Adamas Healthcare Consulting has 250+ customers, each managing between 1-250 providers.



Overview

Whether a healthcare organization needs a little or a lot of billing or credentialing support, Adamas Healthcare Consulting is there to help. The company is currently working with 250+ clients and scaling to serve more.



Key Challenges

Manual Processes

As demand for the company's credentialing services grew, a manual process and a heavy reliance on spreadsheets made it impossible to scale.

No Single Source Of Truth

Without a platform that stored provider data and made it easy to retrieve, the credentialing team could not pull data and create reports their customers needed.

Time Constraints

Growth meant the company needed a credentialing tool they could get up and running fast. Most commercial solutions quoted implementation timeframes of 18 months or more, not CredentialMyDoc™.



Solution

Adamas Healthcare Consulting was set on building a custom solution, but when company president, Kelle Humphries reached out to a developer to begin the process, he introduced her to CredentialMyDoc. Humphries was skeptical at first, as she hadn't come across it in her research, but once she saw it, she was impressed by CredentialMyDoc's:

Breadth of Functionality

Ability to leverage primary source verification with over 800 sites, including DEA, OIG, and SAM and rapidly complete applications utilizing a library of 6,000+ preformatted payer and facility applications.

Customization Capabilities

Ability to leverage primary source verification with over 800 sites, including DEA, OIG, and SAM and rapidly complete applications utilizing a library of 6,000+ preformatted payer and facility applications.

Affordability

Low up-front costs with monthly and annual subscription models

Ease to Implement and Manage

A Cloud-based solution meant there was no hardware to buy, no software to install and no IT hassles.



Implementation

Humphries led the CredentialMyDoc implementation. She originally expected a lengthy implementation that would take six weeks or more and involve redirecting in-house resources for support. But in the end, she was delighted to get the solution up and running in a matter of days, not weeks.

“We had a lot of data in a lot of places and I was concerned about that. But, CredentialMyDoc provided guidelines on collecting our data into a format that would allow them to upload it on my behalf. Once I organized my data into their template and handed it over, the CredentialMyDoc team took over. No manual data entry was involved on our part. We were able to keep serving our customers and doing business as usual which was a great relief.”

Kelle Humphries, *President, Adamas Healthcare Consulting*

Going Paperless

Eliminating manual processes saves paper and money.

Revenue Growth

According to Humphries, “We’ve always managed a lot of providers and that list continues to grow. With CredentialMyDoc, we have the tools in place to scale and support both new and existing clients.”

“CredentialMyDoc is the staple of our credentialing process. I can’t imagine doing business without it. I needed a practical solution that would serve as a data repository and give me the ability to extract, manipulate and report on that data for an affordable price and CredentialMyDoc checks all those boxes and more.”

Kelle Humphries, *President, Adamas Healthcare Consulting*



Results Thus Far

Process Improvements

With stable processes in place and a tool to manage them, rework and redundant work has been eliminated, and new team members can easily come up to speed with the company’s credentialing and payer processes.

Data Availability

When a customer has a question, it’s easy for Humphries and any member of her team to immediately access the data required to answer it.

Robust Reporting

Whether Adamas Healthcare Consulting needs to pull a roster or create a specific report around MPI or taxonomy codes, they can do it and do it quickly.



Looking Ahead

Adamas consulting has grown by word of mouth. But with a solid credentialing process in place, the company is gearing up to serve more clients. A new website is in the works and a podcast series titled: THE Revenue Cycle Academy is in development. Humphries is all about sharing her hard-earned credentialing knowledge with anyone who needs it. “There’s still a lot of confusion around credentialing terms and processes, and we’re here to help with that.” With the right knowledge and the right tools, Adamas Healthcare Consulting is certainly prepared to do so.

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