

"I have a great relationship with the credentialing team and the time that has been saved is priceless."

-Billie Reese-Turner
Director of Billing & Patient Services
Health Partnership Clinic

Health Partnership Clinic (HPC) is a Federally Qualified Health Center (FQHC) located in Kansas. With five clinic locations, the clinic and its staff are dedicated to improving the health of the communities they serve through the provision of high quality, affordable, accessible and culturally appropriate care to all individuals regardless of ability to pay.

HPC previously managed the enrollment and credentialing process internally which was time consuming and a strain on internal resources. Billie Reese-Turner, Director of Billing and Patient Services, was considering outsourcing the process so she could focus more of her time on other critical tasks like billing and managing her staff. HPC completed an exhaustive search process interviewing more than five vendors and ultimately selected PMG Credentialing (PMGC).

Saving Time and Improving the Process: Ms. Reese-Turner said that prior to working with PMGC, the health center created a spreadsheet to track payer credentialing. As time evolved, tracking became difficult, keeping it up to date was time consuming and in the end wasn't very useful from a reporting standpoint. Now, she says the clinic "can rely on the information provided by PMG Credentialing. It is easy for me to check credentialing status by providers, payers, and locations."

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HPC's partnership with PMGC has also enabled them to reduce the time it takes for providers to complete the credentialing process. "We had serious challenges with one of our Medicaid MCO's taking almost a year to complete credentialing. Changes were made across the board requiring multiple applications to be submitted. There were so many pain points but through dedication, commitment and diligence, the PMG Credentialing team did not give up and preserved against all odds," said Ms. Reese-Turner.

"I have a great relationship with the credentialing team and the time that has been saved is priceless," concludes Ms. Reese-Turner.

About PMG Credentialing: PMG Credentialing offers full-service Provider Enrollment and Credentialing solutions dedicated exclusively to serving FQHCs. These include enrollment (Medicare, Medicaid and commercial), CAQH provider registration and ongoing CAQH maintenance, type 1 and 2 NPI applications as well as comprehensive reporting to show provider status. We have served the FQHC market for over 15 years, and we have a deep understanding of your complex provider enrollment needs. www.pmgcredentialing.com

About Health Partnership Clinic: HPC opened their first clinic in 1992 to meet the needs of low-income residents who fell through the cracks between public and private insurance coverage. Over 25 years, HPC has grown from a small doctor's office with volunteer physicians, nurses and staff, to five clinic sites in three counties with nearly 70 employees. Today, they provide nearly 37,000 patient visits annually and serve as a lifeline for more than 15,000 adults and children. www.hpcks.org