



PMG Credentialing Spotlight: Enhancing Confidence in the Credentialing Process

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-Deb Parker
Director of Operations

Henrietta Johnson Medical Center (HJMC), a Federally Qualified Health Center (FQHC) with sites in Wilmington and Claymont, Delaware, provides a comprehensive range of medical, behavior health and dental services for the entire family.

Previously, HJMC relied on its HR department to take care of provider credentialing. The work was fairly routine — doing background checks, completing applications, checking with the registries, etc. However, it represented one more responsibility on top of many others that the small HR staff already had.

Deb Parker, Director of Operations, worried that things sometimes fell through the cracks. "It just made more sense to have someone dependable take care of it," she says.

Timely Service That HJMC Can Count On: PMG delivers full-service FQHC provider credentialing, including enrollment (Medicare, Medicaid and commercial), CAQH provider registration and ongoing CAQH maintenance, type 1 and 2 NPI applications and much more.

Parker reports that the handoff to PMG was quick and seamless. "Now I have complete confidence that everything is being done in a timely manner," she notes. "It's a much more dependable option for us."

Another bonus for HJMC has been turnaround time on reporting: "Two days, max — you can't get any better than that," says Parker, who also praises PMG's reporting accuracy and commitment to always going the extra mile for HJMC.

"I want to thank PMG for supporting Henrietta Johnson in our mission," Parker concludes. "It's great to work with one source for both billing and credentialing. I don't know why anyone wouldn't use PMG."

About PMG Credentialing: PMG offers Provider Enrollment and Credentialing solutions dedicated exclusively to serving FQHCs. We have served the FQHC market for over 15 years, and we have a deep understanding of your complex billing and reimbursement world. Visit www.pmgcredentialing.com to learn more

About HJMC: HJMC delivers compassionate, high-quality healthcare for children, adolescents, adults and seniors. The organization is committed to serving their community and ensuring better health for patients regardless of their ability to pay. To accommodate those without health insurance, HJMC offers a sliding-fee scale based on patient income and family size. To learn more, visit www.hjmc.org.

PMG has increased revenue for every one of our clients. Find out what the PMG Experts can do for your FQHC.

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