

LEVERAGING SALESFORCE FOR PROVIDER CONTRACTING

SCP Health is a leader in clinical practice management spanning the entire continuum of care, including emergency medicine, hospital medicine, wellness, telemedicine, intensive care, and ambulatory care. Based in Lafayette, LA, SCP Health leveraged CGI's Lafayette delivery center and overall Salesforce capabilities to implement a provider contracting workflow and repository to streamline and standardize operations.

CHALLENGES

- Cumbersome recruiting process; limited workflow; ineffective process for establishing contracts with highly specialized medical professionals
- Delays in placing medical professionals
- Inefficient inter-departmental communication
- Decision delays impacted revenue
- No comprehensive reporting or dashboards

SOLUTION

- CGI brought Salesforce knowledge and effective, interactive design techniques and leveraged agile/sprint methodology
- Processes will manage 7500 medical professionals (physicians, physician assistants; nurse practitioners; specialists) and over 400 client entities
- Originally focused on telehealth, project quickly expanded enterprise-wide
- Easy to use screens; logical flow; integration to payroll, billing & invoicing; reporting

OUTCOMES

- Rapid implementation and roll-out using agile-like principles (sprint-based)
- Cross departmental teams will have insights into recruiting and contracting
- Improved time to complete a contract amendment from 1 day to 5 seconds
- Expected Go-Live: July, 2020
- Number of SCP Health users: 50 – 60+

GEOGRAPHY: United State

DATE: 2020

INDUSTRY: Health & Life Sciences

CLIENT: SCP Health – SCP-Health.com

