



A TRUSTED PARTNER TO ACHIEVE
TRANSFORMATIONAL
EXCELLENCE IN BUSINESS PROCESSES



CASE STUDY



THE CLIENT : A leading CVO in North America



REQUIREMENT : Primary Source Verification in the Healthcare segment

KEY CHALLENGES



Backlog of new credentialing and Re-credentialing files



Incomplete files sent to end clients due to failed attempts in getting the files verified



Delay in completing the credentialing / Re-credentialing activities

OUR SOLUTIONS



Experienced trained resources on US Healthcare and Physician Credentialing



Work flow management



Timely follow ups to complete the required number of attempts



Build knowledge base for exception management based on feedback / on the job learning



Cross training of resources to manage peaks and troughs

BENEFITS



Drastic reduction in the backlog within 60 days of Go Live



Improved first pass accuracy rate and completion of requirement elements



All files completed and delivered as per SLA



Additional bandwidth available with the client to win additional business

VIAANTE AT A GLANCE



A reliable partner

Creating a winning proposition



Quality Service Assurance

Internal Quality Programs, Engraved Quality Practice, Sustaining Quality Standards



Talent Pool

Availability of Large skilled Workforce & Best-in-class Infrastructure



6 Delivery Centers in India



700+ dedicated employees



ISO 9001:2015 to 27001:2013 Certified



SSAE 16 Type II Compliance



HIPAA & PHI Compliance



Member of HBMA

OUR CAPABILITIES



30 Million+ Healthcare transactions annually



Experience across Healthcare domain



24 X 6 Global Coverage – Follow the Sun Model



Proprietary Tools & Techniques for Workflow Management



International Delivery Capabilities On Time



Customized Value-based Contracts, Consistent High Quality at Optimal cost level



**The journey starts here. We are always ready to help you.
To know more about Viaante & our services, Contact us today.**

ABOUT VIAANTE BUSINESS SOLUTIONS PVT. LTD.

Viaante is focused towards achieving – Operational Excellence! Our solutions and services are designed and constantly fine-tuned deliver value propositions which improve and augment current business operations. We are constantly working towards creating a win-win outcome for all stakeholders – customers, partners and our employees.

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**A journey of
Value and Trust**

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