



CASE STUDY

# Ballad Health: Automation and Standardization Cuts Time Spent Preparing Rosters in Half

## Executive Summary

Ballad Health was seeking a more accurate, streamlined way to submit roster updates to the 30 health plans with which it maintains delegated credentialing relationships.

## The Challenge

Ballad Health, a 21-hospital system with 800 physicians, maintains delegation arrangements with 30 health plans. Each plan requires Ballad's contracting and support services team to create and upload a roster in a different format and on a different schedule. The team spent at least four hours every week submitting rosters and following up to make sure they were received.

## The Solution

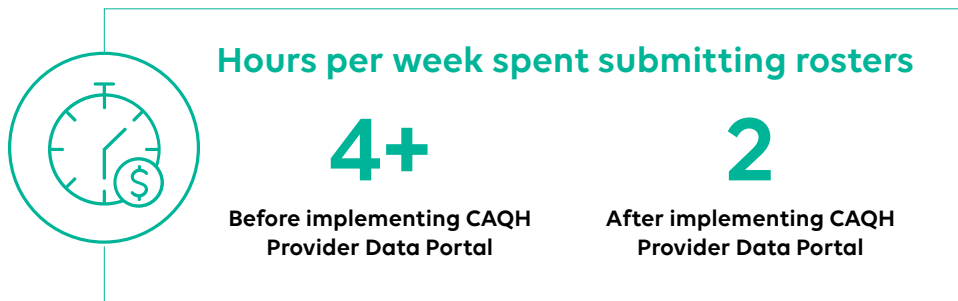
CAQH helped Ballad's team set up an automated process to pull data weekly from their internal system and upload into the CAQH Provider Data Portal, which streamlines provider profile management and enables one delegated roster for all participating health plans.

Data is quality checked, then standardized into a single format that includes all data elements the plans require. Ballad then submits the roster to multiple plans at one time. Each roster is date stamped when a plan accesses it, so Ballad's team can rest assured roster changes were received.

## The Results

By automating roster submission for six of the health plans, Ballad Health has cut the time needed to process rosters in half while also increasing data quality.

The team spends less time preparing and sending rosters, correcting errors, and following up on roster submissions, freeing time for other projects. Ballad expects to decrease the administrative costs even more as they work to convert the other 24 plans to accept rosters via the same process.



**“The CAQH Provider Data Portal process is easy and standardizes everything for everyone across the board.”**

SUSAN W.,  
DATABASE ANALYST

### Driving change with technology

CAQH solutions automate workflows, deliver a wealth of accurate and actionable data, and create a better experience for both providers and health plans.

Find out how the CAQH Provider Data Portal can transform your delegated roster process. Email [providerengagement@caqh.org](mailto:providerengagement@caqh.org) or visit [caqh.org/credentialing](https://caqh.org/credentialing) to learn more.