



Credentialing for Payers

Sutherland is a digital transformational company specializing in backend technology-driven BPaaS partnerships. We focus on delivering improved operational efficiencies and outcomes through experienced credentialing support and proprietary technology solutions. Our BPaaS solutions deliver a combination of highly efficient SmartCred® technology and trained Sutherland credentialing staff configured to address more complex credentialing needs, enabling you to deliver compliant, optimized and streamlined credentialing.

The Smarter Way to Credential

Sutherland SmartCred® is the industry's leading end-to-end credentialing solution for both payers and providers. We combine automation, data analytics, advanced data management, and healthcare expertise to:

- Slash turnaround time with faster provider approvals
- Cut costs by reducing manual, error-prone tasks
- Drive accuracy and compliance with automated verification workflows
- Keep visibility high with near real-time dashboards that eliminate bottlenecks

Why Sutherland?

- Comprehensive SmartCred platform - driving end-to-end efficiency and quality from start to finish
- Automation that works - accuracy, efficiency, and speed built in
- Scalable with on- and off-shore staffing – Sutherland staffing to meet your credentialing cycles, special projects and regulatory requirements
- Decades of credentialing expertise -we turn strategy into action with proven workflows

Results You Can Count On

- Faster onboarding for providers - better member access
- Stronger compliance across all regulatory requirements
- Lower costs without sacrificing quality
- Seamless scalability for even the most aggressive timelines

Sutherland Healthcare partners with you from strategy to implementation, delivering large-scale, outcome-driven transformation. Leverage our deep healthcare expertise to achieve your business goals.

~1M Providers
Credentialed Annually

>99% Accuracy Score

98% Completion Rate

60% Of Initial Credentialing
Within 48 Hours

90%+ Automated
Verifications

50% Faster Credentialing
TAT

70% Reduction in
Credentialing Costs

CLIENT SUCCESS STORY

100% Increase in
Productivity

75% Decrease in Turnaround
Time (TAT)

30% Total Cost of Ownership
(TCO) Reduction

Sutherland Healthcare’s credentialing solutions enable you to:



Deliver better provider and member experiences



Approve providers faster



Optimize credentialing workflows



Streamline the approval process



Reduce provider fatigue



Achieve compliance with state laws and regulations



Increase efficiency and accuracy

Sutherland's Multi-payer shared Credentialing Service Model drives tremendous value to participating plans- talk to Sutherland about how this fits into your Credentialing needs.

Transforming Provider Credentialing through a combination of process optimization, automation and platform solutions



Application Collection & Prescreening

- Integration with CAQH to auto download Credentialing application & Data
- Perform Prescreening to ensure completeness of the application
- Automated outreaches to providers for missing information



Perform Primary Source Verifications

- Integrated with various primary sources & 3rd party tools
- BOTs perform automated primary source verifications & collect evidences
- Exceptions handling by skilled Credentialing Specialists



Data Validations & Quality Reviews

- Developed inbuilt validations and checkpoint to maintain the data accuracy
- Perform quality review adhering to Credentialing policies & procedures



Final Packet & Risk Level Assessment

- Assess the finding & Risk Level sorting
- Automated final packet Creations
- Automated Credentialing approval letters to approved providers

Highly Skilled Specialists

Robust Configurable Platform

Integration with Primary Sources

Automations, Business Validations

Six Sigma Quality Methodology

Sutherland Streamlines Provider Touchpoints

As regulatory compliance pressures mount - from CMS requirements to the No Surprises Act and evolving state regulations - both payers and providers are impacted. Repetitive outreach for data collection and updates not only disrupts provider offices but also slows down member access to care and drives higher labor costs. Sutherland changes that. Our credentialing, provider data management, and enrollment solutions streamline every interaction, ensuring payers coordinate provider touchpoints seamlessly while freeing providers to focus on delivering exceptional care. We optimize the touchpoints to reduce the provider impact.

No two organizations are at the same point in their credentialing journey - and your model and pricing shouldn't be one-size-fits-all.

At Sutherland, we design operational services and pricing models that flex with your operational maturity, business goals, and growth trajectory. From traditional FTE-based support to high-efficiency shared services and beyond, we deliver the right blend of cost savings, value, and ROI.

Whether you need:

- Staffing support to extend your team
- A hybrid SaaS + services model for speed and control
- A fully outsourced Credentialing-as-a-Service (CVO) solution
- Or a multi-payer shared credentialing service model to maximize efficiency at scale.

Sutherland's credentialing platform and expertise adapt to meet you where you are - and take you where you want to go.

The result? A future-ready credentialing solution that balances cost with performance while scaling seamlessly as your needs evolve.

Sutherland Services and Delivery Models for Provider Credentialing



Our credentialing experience

- Certified and URAC Accredited CVO
- Deep Expertise in Medicaid (MCD) Policies, Procedures & Compliance
- SmartCred – Smart, Fast, Compliant & Automated Credentialing
- Multi-payer shared credentialing service model deployed with major national health plans





Comprehensive Credentialing Support Services

Sutherland delivers a full spectrum of credentialing solutions designed to accelerate accuracy, compliance, and efficiency. Our credentialing and monitoring services include:

- CAQH integration plus other application intake models
- Provider outreach and document collection via flexible omnichannel outreach platform
- Automated Primary Source Verification (PSV)
- Integrated with 3rd party data sources
- Optimized workflows that shorten credentialing timelines
- Real-Time inventory management, advanced tracking and reporting
- 300+ built-in business validations to enable exceptional quality
- Continuous sanctions monitoring
- Expiring element monitoring and reverification

By the numbers: **Sutherland Healthcare**

5,500+

healthcare services
professionals

75

long-term
clients

20+

years with
top clients

85

or higher
NPS

15

dedicated
healthcare locations

Artificial Intelligence. Automation. Cloud Engineering. Advanced Analytics.
For Enterprises, these are key factors of success. For us, they're our core expertise.

We work with global iconic brands. We bring them a unique value proposition through market-leading technologies and business process excellence. At the heart of it all is Digital Engineering Services – the foundation that powers rapid innovation and scalable business transformation.

We've created 363 unique and independent inventions, 250 of which are AI-based and rolled up under several patent grants in critical technologies. Leveraging our advanced products and platforms, we drive digital transformation at scale, optimize critical business operations, reinvent experiences, and pioneer new solutions, all provided through a seamless "as-a-service" model.

For each company, we provide new keys for their businesses, the people they work with, and the customers they serve. With proven strategies and agile execution, we don't just enable change – we engineer digital outcomes.

