

SOLUTION OVERVIEW AND FACT SHEET

# Sutherland MultiPayer Credentialing Consortium

**Streamline and simplify the credentialing processes for health plans and providers through a Shared Model for Cost Savings and Provider Satisfaction.**

Credentialing network providers is a necessary administrative task to meet compliance objectives, manage risk and ensure providers in networks have the skills and are competent to provide services to health plan membership.

However, the traditional credentialing model is a time-consuming and labor-intensive process required of health plans to verify and reverify the credentials of each provider enrolled in network.

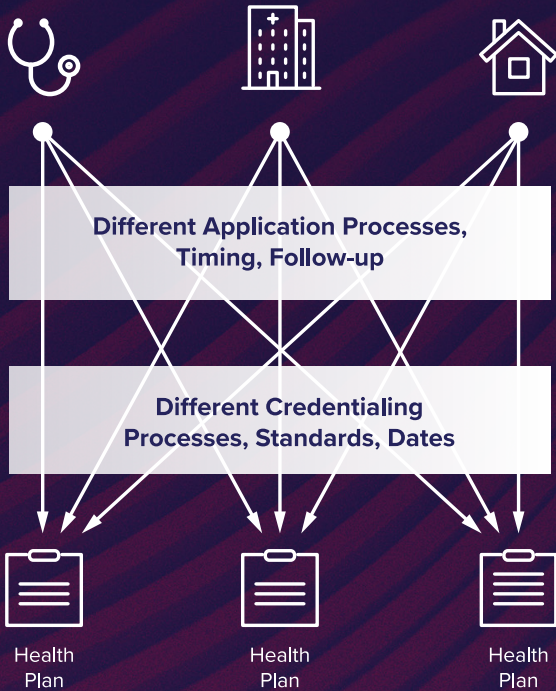
Providers, on the other side of the process, must respond to multiple, redundant requests from the many plans in which they are enrolled – all on differing recredentialing cycles.

To advance efficiencies for Credentialing, Sutherland has developed and deployed a national Multipayer Credentialing Consortium that allows sharing of credentialing administrative activities (and costs) while allowing health plans to independently determine network admission and network participation of their providers.

Sutherland Health is a trusted, NCQA-certified and URAC-accredited Credentials Verification Organization (CVO), performing **~1 million** primary source verification transactions annually some of the largest health plans in the U.S. today.

# Traditional Credentialing vs. Sutherland Multi-payer Credentialing Consortium

## Traditional Credentialing Process Flow



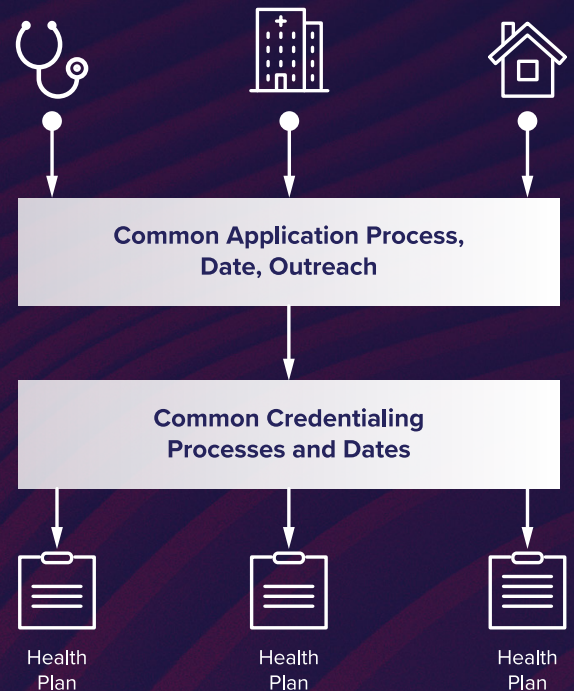
### Redundant, inefficient, disruptive, costly:

- Each plan tracks recredentialing timelines and notifies the provider of upcoming recredentialing needs; dates and approach vary by plan
- Provider must maintain and attest at each request for each plan with which they are enrolled as a network provider
- PSV outreach to collect missing documents can happen for each cycle, depending on completeness of application
- Primary source verification is performed independently by all plans who bear full cost of PSV and third-party source fees, workforce & IT infrastructure for each recredentialing event

### Efficient, non-disruptive, shared service with visibility and access only to rostered providers

- Common recredentialing date established for overlapping providers; standard recredentialing models available for non-overlapping providers
- One common outreach to providers for any correspondence that minimize provider abrasion.
- Common, low-cost core NCQA-compliant credentialing with additional services for those that need more.
- Final credentialing packets, including discrete data and credentialing decisions, are made available exclusively to health plans for their rostered providers
- Shared costs – shared PSV costs, shared third-party pass-through costs and workforce effort

## Sutherland Multi-payer Credentialing Process Flow







# MultiPayer Credentialing Overview:

## WHAT IS IT?

Sutherland's MultiPayer Credentialing Consortium is a shared model where providers are recredentialed once per recredentiaing cycle and that provider's PSV/credentialing package is shared across plans in the Consortium who have the provider enrolled in their network.

## HOW DOES THE SHARED MODEL WORK?

**Overlap Analysis and Recredentiaing Schedule:** A shared schedule and timeline for recredentiaing activities is established based on network providers in participating Consortium plans.

Sutherland's systems download provider CAQH applications when attested and in good standing properly. If not properly attested or if documents are missing, outreach workflows are initiated.

**Provider Outreach:** Sutherland operational staff utilize our technology platforms to generate and track outreach - using email, fax, and phone depending on needed information/action and available provider contact information.

**Primary Source Verification:** Primary Source Verification (PSV) is performed once and securely distributed, reducing redundancy and safeguarding data confidentiality.

**Core NCQA PSV Packet:** Sutherland offers a compelling PSV transaction price and shared source fees for PSV where the packet meets core NCQA requirements.

**Custom PSV Packet Requirements:** Sutherland understands that many health plans compliance departments need or want additional PSV beyond the core NCQA model or interpret the rules differently. The Sutherland multipayer model can also accommodate the additional services and commits to delivering a committee-ready credentialing packet, including the additional elements, to plans that require more.

**Risk Sorting:** Sutherland reviews primary source evidence and provides recommendations for credentialing decisions in alignment with NCQA policies and procedures, simplifying the process for Health plans.

**Credentialing Packet Distribution:** Health plans are granted access to the final credentialing packet, including primary source verification (PSV) evidence and discrete data, exclusively for their enrolled or rostered providers.

**Reporting and Dashboards:** Plans are given access to online dashboards and reporting tools that provide insights solely into the status of their providers.





---

#### **HOW IS THE RECREREDENTIALING SCHEDULE MANAGED?**

Participating plans provide monthly network rosters to Sutherland. From the submitted network rosters, Sutherland determines overlapping providers and critical recredentialing dates.

Sutherland establishes a recredentialing schedule to ensure that the provider's recredentialing packet is completed in advance of recredentialing dates to help ensure provider credentialing does not expire prior to committee review.

---

#### **HOW IS THE PROVIDER ENGAGED AND INFORMED ON THIS MODEL?**

Prior to the first recredentialing cycle for a given provider, a program introduction letter is sent to providers prior to the starting to alert them to this shared program and provider direction should they have concerns or questions. Before initiating the recredentialing process for a provider, an introductory letter is sent to inform them about the MultiPayer Consortium and provide guidance for addressing any concerns or questions.

Six months before the scheduled re-credentialing date, the provider outreach letter is sent via Fax/email, initiating the recredentialing cycle and asking them to ensure their application is updated and attest to their application data in CAQH.

Provider correspondence includes the names and branding of all health plans participating in the MultiPayer Consortium.

During each recredentialing event, the provider's application is collected, and a comprehensive Primary Source Verification (PSV) package is completed. The credentialing files are then securely shared with all participating health plans or alliance members where the provider is rostered.

---

#### **WHAT TECHNOLOGY IS USED BY SUTHERLAND TO SUPPORT THE MULTIPAYER?**

Sutherland's SmartCred Platform and Omni-Channel Outreach technologies are used to perform standard credentialing solutions for multiple large clients – and are also used to support the workflows and outreach for the multi-payer model.

---

#### **WHAT IS SUTHERLAND'S EXPERIENCE IN CREDENTIALING?**

With over 15 years of experience in healthcare credentialing, Sutherland maintains over 650 credentialing specialists in the U.S. and India who perform nearly 1 million credentials verification annually. Sutherland's SmartCred platform supports all practitioner and facility types with highly configurable workflows. Over 90% of PSV verifications are automated and SmartCred is optimized for high production volumes, health plan compliance complexities and state Medicaid mandates.



---

### WHAT IS SUTHERLAND'S EXPERIENCE IN CREDENTIALING?

With over 15 years of experience in healthcare credentialing, Sutherland maintains over 650 credentialing specialists in the U.S. and India who perform nearly 1 million credentials verification annually. Sutherland's SmartCred platform supports all practitioner and facility types with highly configurable workflows. Over 90% of PSV verifications are automated and SmartCred is optimized for high production volumes, health plan compliance complexities and state Medicaid mandates.

---

### IS CAQH ROSTERING REQUIRED BY PARTICIPATING PLANS?

To participate in the Consortium in 2025, plans must roster their network providers with CAQH to drive the efficiencies.

---

### HOW DO HEALTH PLANS ENGAGE TO DETERMINE PROCESS, VALUE OF PARTICIPATING IN THE SUTHERLAND MULTIPAYER CONSORTIUM?

Reach out to us at [healthcare@sutherlandglobal.com](mailto:healthcare@sutherlandglobal.com) for more detailed conversations, requiring NDA.

Sutherland can provide general guidance and more details on participation models and options as well as guidance on potential savings under the Consortium shared cost approach.

Sutherland can provide general guidance on degree of overlap with high level volumes by state; for more specific overlap analysis, a roster submission is required to allow Sutherland to respond.

---

### HOW DO NEW PLANS JOIN AND WHAT IS THE IMPACT ON THE RECREDENTIALING DATE?

In 2025, the recredentialing date has been set to the earliest date of our national lead adopter clients. As new plans join, Sutherland will work with plans on best timing to synch with timelines while maintaining credentialing compliance for network providers.

## Why Choose Sutherland's Multi-Payer Credentialing?



**Single Simplified  
Credentialing  
Process**



**Reduced  
Administrative  
Costs**



**Enhanced  
Efficiency**



**High Compliance  
Standards**

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 – the foundation that powers rapid innovation and scalable business transformation.

We've created over 200 unique inventions under several patents across AI and other emerging 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.

