

Top Challenges Facing Healthcare Credentialing Teams

Discover the top pain points and opportunities identified by medical services professionals (MSPs) responsible for credentialing. Nearly 700 MSPs were surveyed in 2023 across hospitals, health systems, and physician practices.

What MSPs conveyed about credentialing:

64%

say turnover is causing an **increased workload**

30%

say turnover is causing an **unmanageable backlog**

3.3

On average, MSPs must use **3.3 different software solutions** to credential providers

2.6

On average, MSPs must enter the same data into **2.6 different systems**

75%

say **workflows are handled manually** in their organization

Biggest challenges for MSPs:



Not enough resources to keep up



Data overload



Manual workflows

Most time-consuming aspects of MSPs jobs:

Primary source verification

Gathering information

Payer enrollment

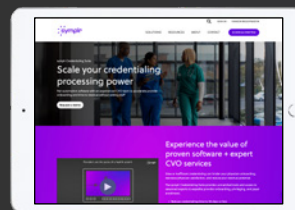


Biggest opportunities to improve credentialing:

Outsource primary source verification and enrollment to a CVO

Centralize provider data to gain a reliable source of truth

Automate the credentialing process to onboard faster



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