

# CASE STUDY: VAYA HEALTH

How Profisee helped them achieve their Insight Driven Enterprise.



Vaya Health works with healthcare providers to help people with behavioral health or developmental disability needs, find healing and hope on their journey toward whole-person health. Vaya Health purchased the Profisee Platform to improve Provider management and reduce time and costs associated with on-boarding new Providers.



## Challenges:

- Unable to effectively manage over 100,000 members in the Provider Network (2000 Providers in their own network). Expensive and time-consuming to set up new Providers, track licensing, clinician data and taxonomy, etc.
- Need to work more efficiently with Medicaid Perform to provide them with consistent and detailed Provider data.
- Very limited resources to do all the work manually leading to frustration by Providers.

## Strategy:

- Select master data management software that works on the Microsoft stack with a quick implementation timeline.
- Build MDM solution to replace existing homegrown and outdated legacy system; while also building future proof solution to support analytics requirements, link Provider data across the organization and automate workflow for Provider onboarding.
- Use Profisee Academy (online self-service training program from Profisee) to get data team up to speed quickly.

## Outcome:

- Project work completed in 4 months with limited resources – fast time to value on implementation.
- Data stewardship on new Provider onboarding – under 1 min vs 3+ days to onboard in old system. Ongoing data workflows keep entire process streamlined and efficient.
- Provider golden records have streamlined the process for cross reference checking Providers across networks from several hours to under 20 mins. The time savings is enormous across 100,000 providers!