



modio



**2022 MODIO HEALTH-  
YEAR IN REVIEW**

# NEW FEATURES & UPDATES

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We're excited to share the 2022 annual year in review report for Modio Health. It's been a great year for Modio, and we've made a lot of improvements to make the credentialing process smooth for healthcare organizations. In this year's report, we'll highlight key achievements and milestones, as well as new features and updates.

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**Increased Security with Okta:** We introduced Okta, a secure user authentication tool that allows users to safely sign in from anywhere using virtually any device. Okta provides an extra layer of protection to your data by granting access to only those with verified credentials.

**FSMB Find Function:** The Find function in the State Licenses section can now search licenses across all 50 states and DC, thanks to our integration with the Federation of State Medical Boards (FSMB). The search is available for providers with an MD, DO, PA, or PA-C professional title.

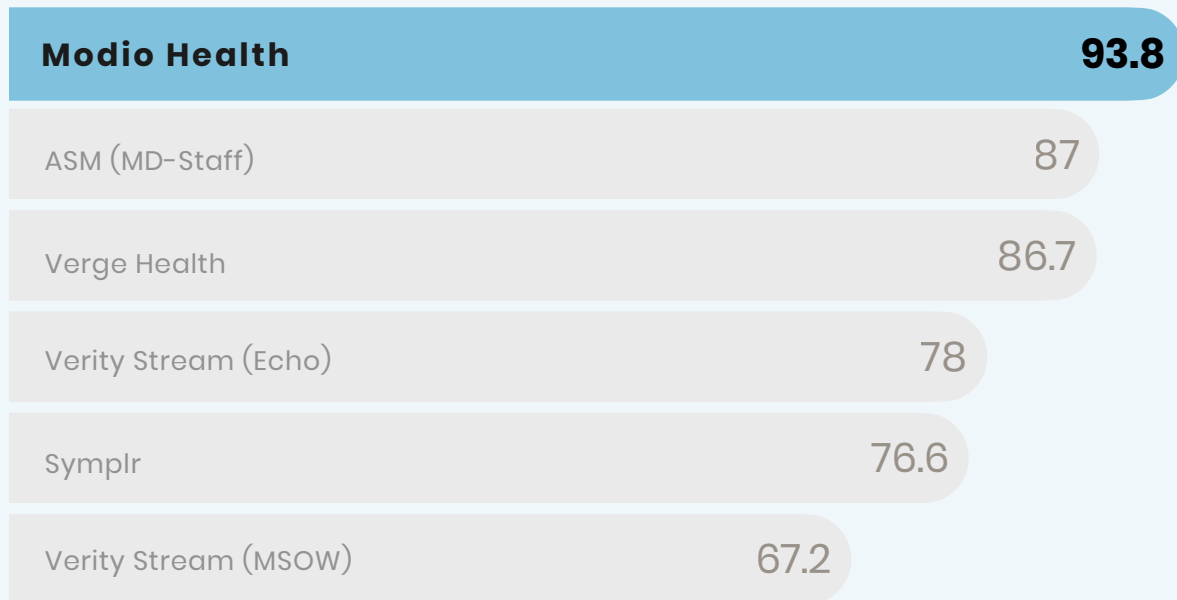
**Multi-Factor Authentication:** Multi-Factor Authentication (MFA) is a security practice that requires more than one method of authentication. Traditional usernames and passwords can be stolen, and they've become increasingly more vulnerable to malicious activity, and cyber-attacks like phishing or brute force attacks.

**Featured Media & Publications:** Physicians Group Journal, Beckers Healthcare, KevinMD, Before Its News, HIT Consultants, KlasResearch, and Medium.

**NAMSS:** This year, we were pleased to attend and exhibit at the National Association Medical Staff Services (NAMSS) 2022 Conference in Nashville, TN.

# KLAS 2022 RESEARCH RANKINGS

KLAS Research is a market research firm focused on healthcare technology and services, providing independent assessments to help organizations make informed decisions. In the 2022 KLAS Research Report for solutions comparisons, Modio scored 93.8 in overall performance, the highest score amongst other credentialing vendors.



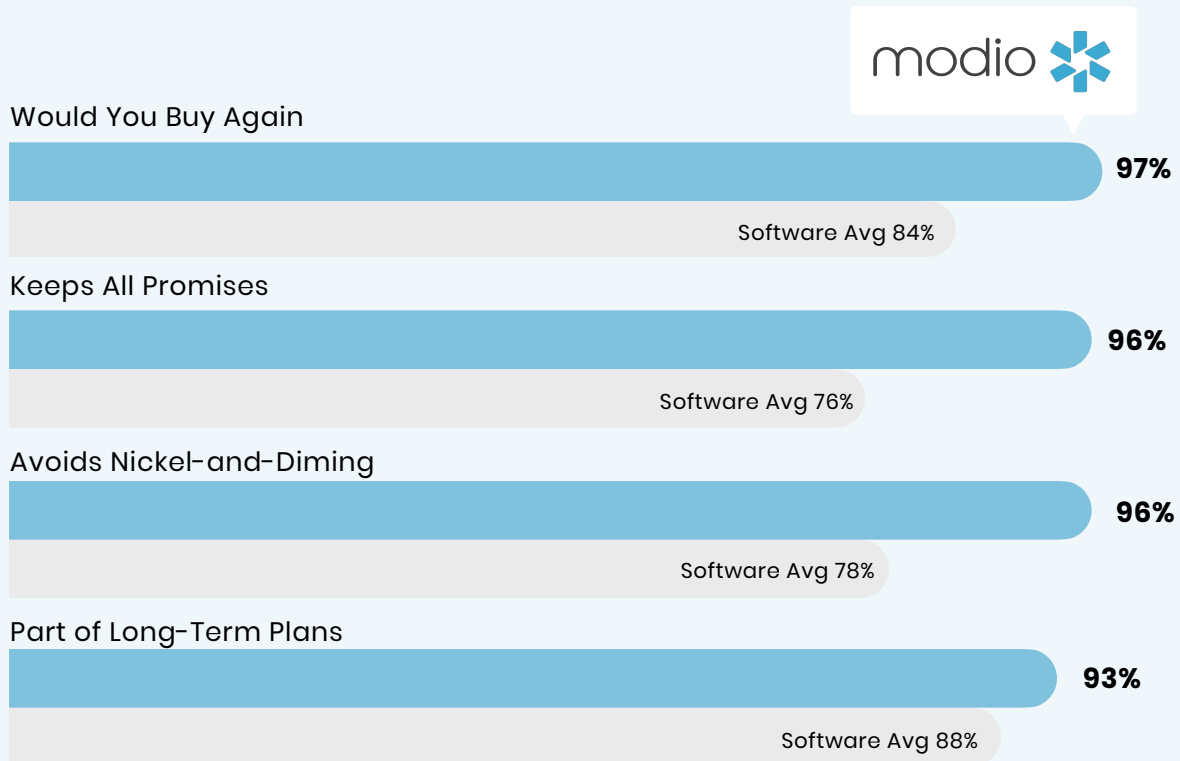
## — CREDENTIALING VENDORS' OVERALL PERFORMANCE

In The Performance Overview, Modio's strengths included sizable year-over-year increases in the following:

- Communication and Partnership
- Product Quality
- Ease of Use
- Meeting Customers' Needs
- Implementation Process
- Phone/Web Support
- Integration

# KLAS 2022 RESEARCH RANKINGS

In the 2022 KLAS Credentialing Report, Modio received exceptional satisfaction ratings, including: 97% Would Buy Again, 96% Avoids Nickel-and-Diming, 96% Keeps All Promises, and 93% Part of Long-Term Plans.



## — “ WHAT OUR CLIENTS ARE SAYING ABOUT MODIO —

“The most important thing to me is customer service, and Modio has great customer service. Modio always emails us when they are doing product updates and sending release notes. Their support team and executives are amazing. Modio is willing to listen.”

—Director, KlasResearch.com, March 2022

# KLAS 2022 RESEARCH RANKINGS

## 2022 KLAS Solution Comparison Report :

	Culture	Loyalty	Operations	Product	Relationships	Value
<b>Modio Health*</b>	<b>A+</b>	<b>A+</b>	<b>A</b>	<b>A-</b>	<b>A</b>	<b>A</b>
ASM (MD-Staff)	B	A-	B	B+	B+	A-
Verity Stream (Echo)	B-	C	B	B-	B	B-
Verge Health	B+	A-	B	B	A	B+
Symplr	C+	B-	B-	C+	C+	C-
Verity Steam (MSOW*)	C	D+	D+	C-	C-	F

According to the 2022 KLAS report, Credentialing: Modio was included as a vendor that serves mostly ambulatory customers. Visit [klasresearch.com](https://klasresearch.com) to read the full report. \*These scores were included in the report as limited data or a component solution.

### WHAT OUR CLIENTS ARE SAYING ABOUT MODIO –



“We use the tool for physicians. If we need anything added, all we have to do is reach out, and Modio Health will input the information for us. The turnaround is unbelievable; Modio fixes the issue right away. I find more often than not that things are in the system. It is unbelievable how up-to-date Modio Health is. In the beginning, we had to make a lot of requests. That isn’t an issue anymore because the system already has what we need. We rarely have to reach out and ask for something to be added. And if there ever is an error, we let Modio know, and the issue gets updated.”

–Ambulatory Practice Admin, [KlasResearch.com](https://KlasResearch.com), March 2022



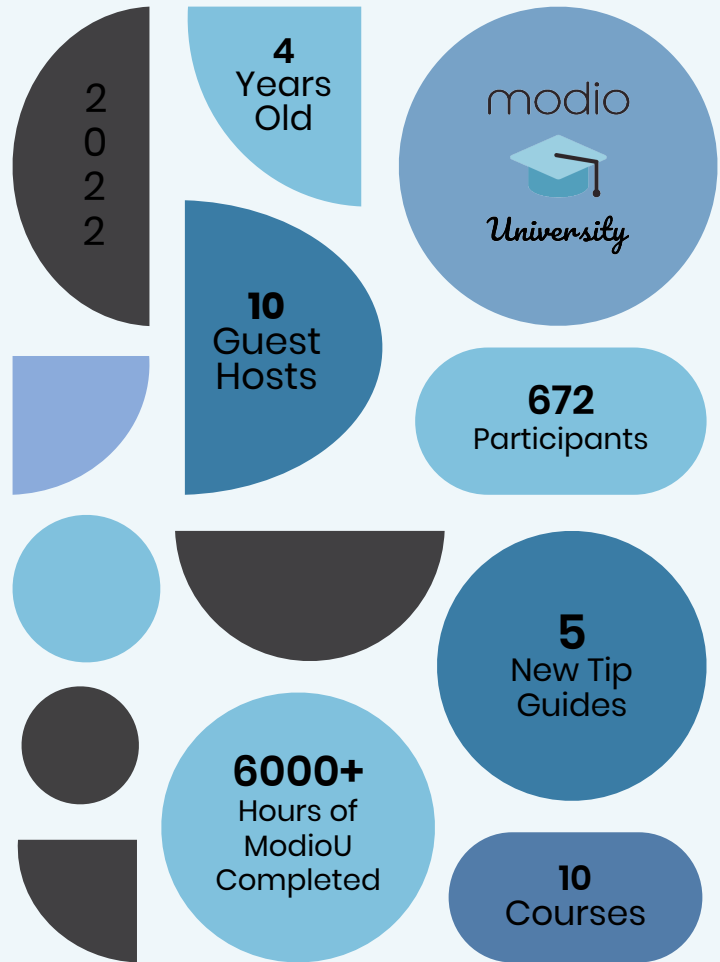
# ELEVATING THE ONEVIEW EXPERIENCE

## MODIO UNIVERSITY

Our educational training series, lead by our team of training experts, is designed for enhancing and optimizing the OneView® platform experience.

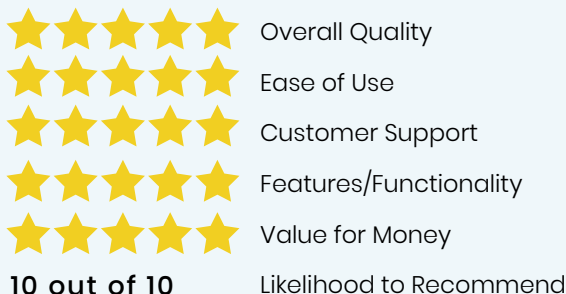
*“Modio Health does a great job with their training. The person we have is wonderful. They have a lot of knowledge about the product and what has to be done on the credentialing side. The person makes great connections for training purposes. I have been really satisfied with the Modio University courses and everything else that the vendor has offered in the way of training”*

—Modio Client, KlasResearch.com, March '22



## CAPTERRA REVIEWS

Capterra is a leading technology review platform which serves as an intermediary between buyers and technology vendors within the software industry. This year we received four 5/5 scores from our clients. Our overall score is 4.9 out of 5.



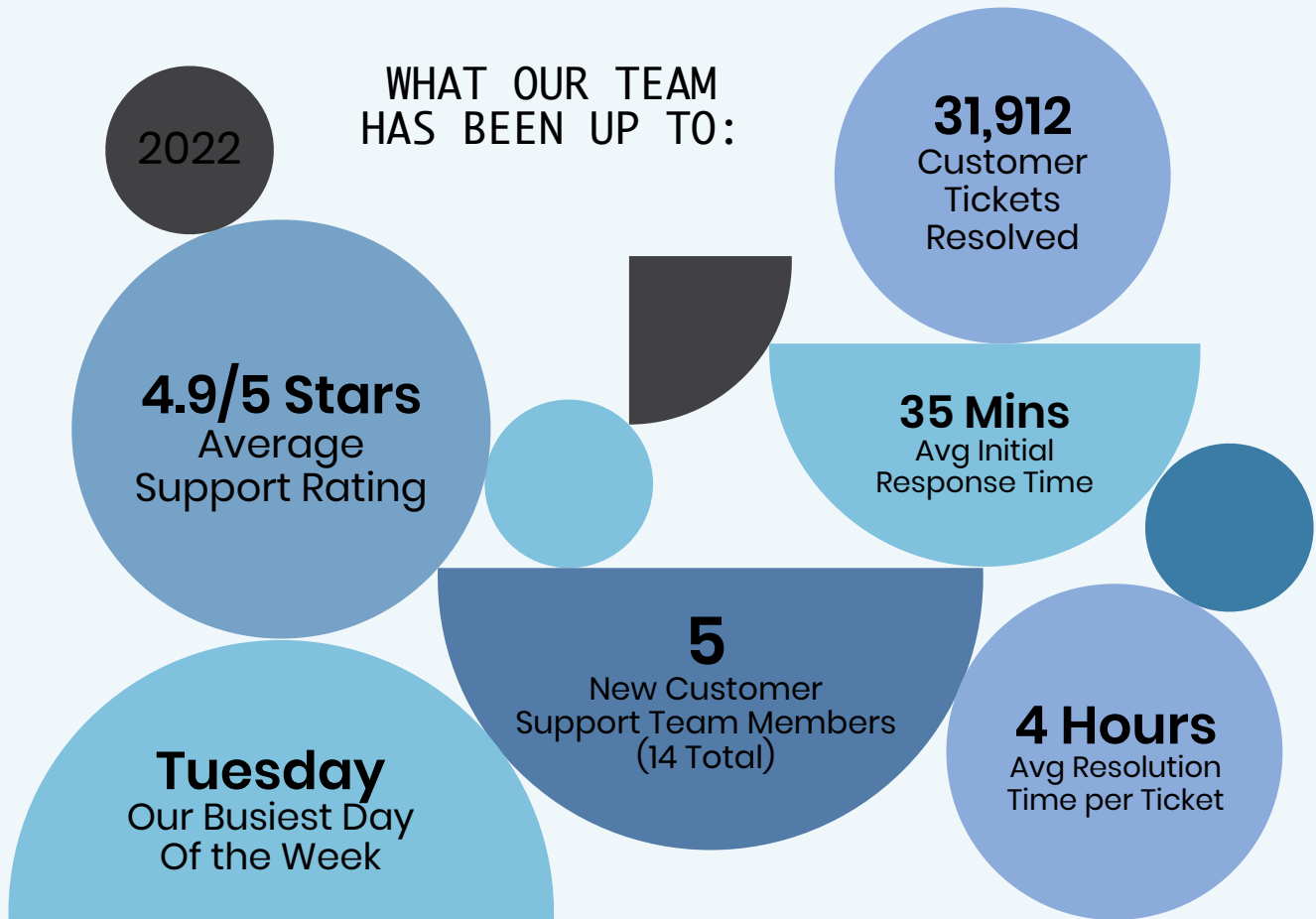
*“This software is very user friendly. The training sessions are informative, and the specialists are well trained and competent. Information can be shared with other providers/companies using the software. You can decide what information is shared and what is kept private. Providers are able to sign all necessary documents with DocuSign. This allows for a faster turnaround. Everything is at your fingertips, no more going to individual websites to verify information. You can verify license, DEA, OIG, etc. from the platform.”*

— Shannon S, HIM Director/Medical Staff Coordinator

# CUSTOMER SUCCESS

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Our customer support team was hard at work, ensuring that all of our customers received the help and assistance they needed in a timely and effective manner. They were dedicated to providing excellent service and going above and beyond to meet the needs of our customers.



## WHAT OUR CLIENTS SAID:

"Modio support is efficient, positive, and professional."

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"I love the Modio Support team. Imagine if the world was full of support teams that were as efficient and helpful as Modio's team!"

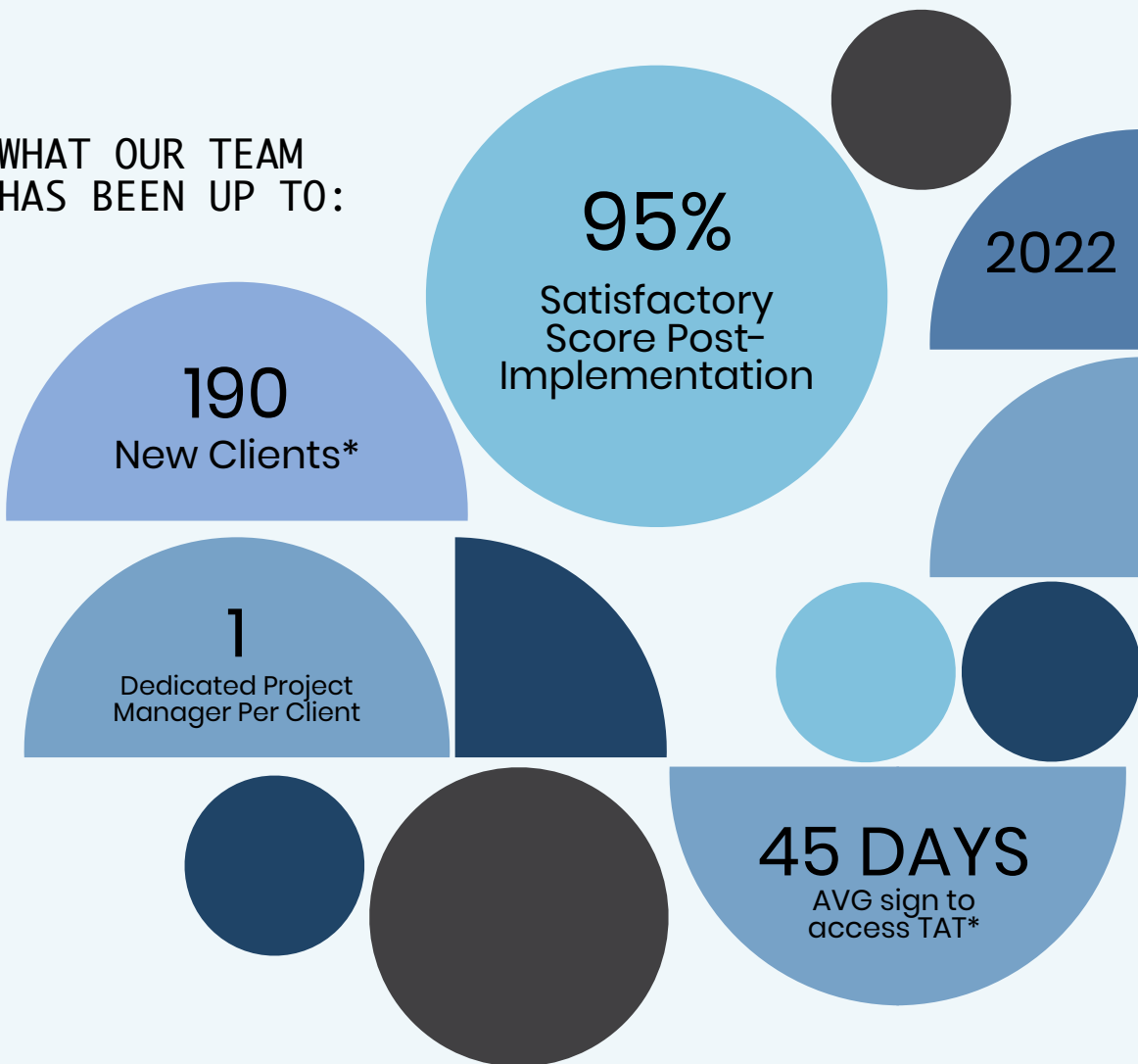
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"Everything was completed promptly and easy in one step."

# PMO

Our Project Management Office expanded to a team of 11 employees this year. A key focus for this team has been helping our clients successfully onboard and implement OneView. Every organization new to Modio has a Project Manager dedicated to guiding their OneView implementation. Modio's Project Managers are process experts with a deep knowledge of the software and how it can be optimized for different credentialing workflows.

WHAT OUR TEAM  
HAS BEEN UP TO:



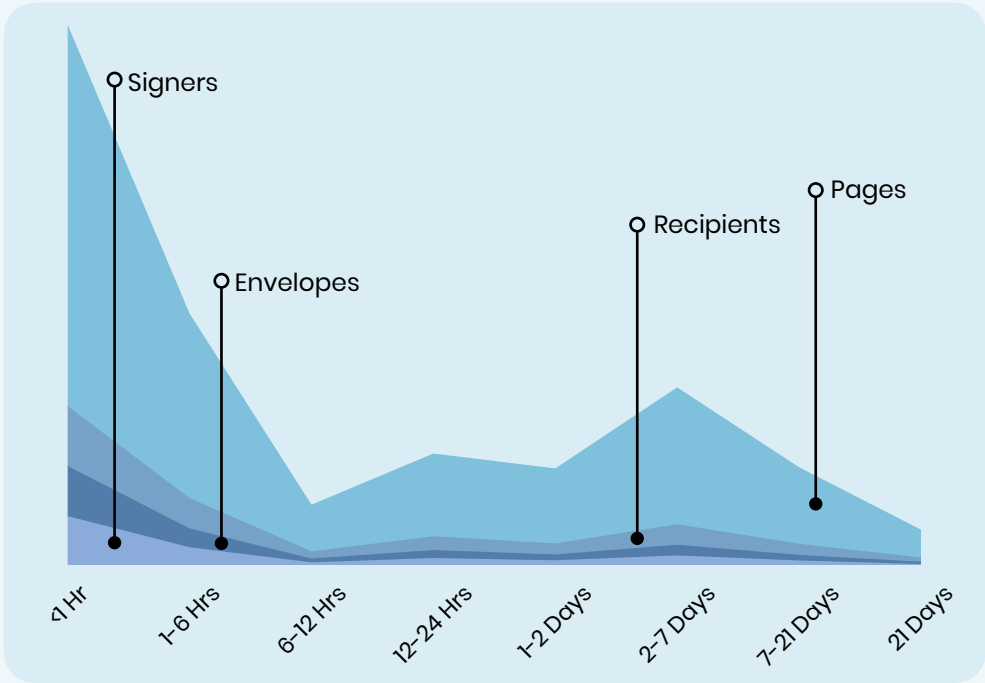
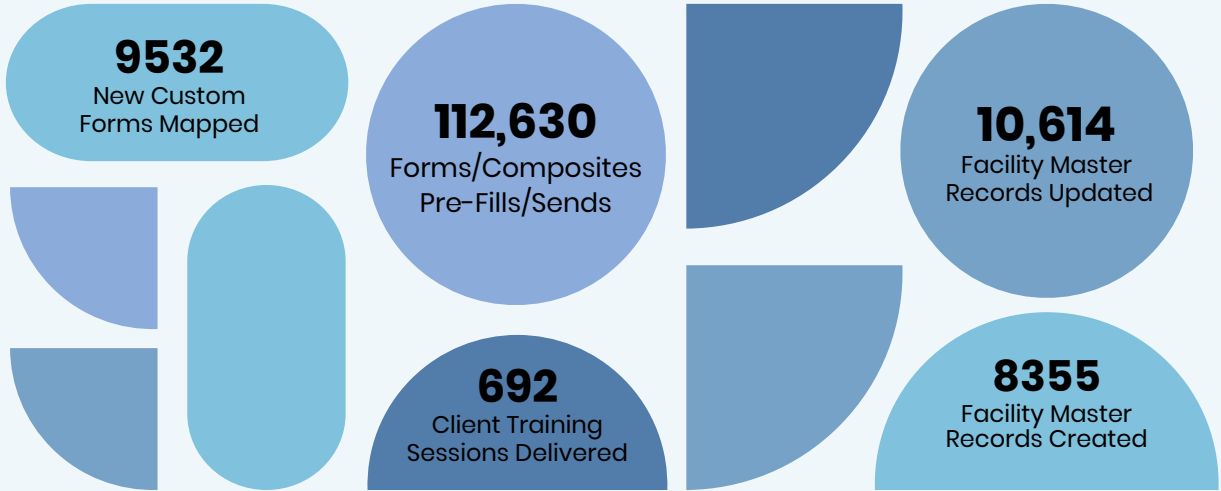
\*Dependent on client data delivery turn around



# OVERVIEW OPERATIONS

The OneView Operations division is comprised of three sub-teams dedicated to the key functions and processes of the OneView platform. Every team is dedicated to a certain step of the OneView experience and works closely with other teams to provide a seamless, efficient experience for OneView users. The sub-teams are Forms Management, Manual Data Services, and Training & Optimization.

## OPS OVERVIEW



## VELOCITY REPORT

This graph depicts the amount of time taken from when an envelope was initially filled in with OneView until it was completed. **Using the OV Forms feature has been known to result in the form being finished in less than 1 hour.**

# MODIO IN THE MEDIA

## Manage your current staff and get your new staff up and running faster with a streamlined credentialing platform.

Learn why thousands of Practice Managers use Modio Health to manage hundreds of thousands of providers' credentials. Hire and manage new staff easier and cost effectively with Modio Health's hassle-free approach to medical credentialing. Modio gives physicians back their time by streamlining medical credentialing processes for healthcare leaders across the country.

Your organization will scale more quickly, plus your clinicians will spend less time on administrative work and more time actually practicing medicine.

Streamline your credentialing today — [join.modiohealth.com](https://join.modiohealth.com)



EXECUTIVE BRIEFING

### Why it's time to move provider credentialing into the 21st century: Insights from Modio Health CEO Dr. Kirk Heath

**P**hysician shortages are a major concern for healthcare organizations. Yet, it can take as long as four months for a physician to get privileges at a hospital due to manual, outmoded credentialing processes.

Becker's Hospital Review recently spoke with Kirk Heath, MD, CEO and founder of Modio Health, a CHG Company, about the need for more streamlined healthcare employment processes and how technology can help.

**Question: It's no secret healthcare is experiencing a workforce crisis that is likely to persist for years. How are healthcare organizations managing this crisis in the near term? What about planning for long-term solutions?**

**Kirk Heath:** The shortage of providers has been worsening for a number of years and was present even when I finished residency. The crisis is real and COVID only made it worse. According to the Association of American Medical Colleges, the U.S. could see a shortage of as many as 139,000 physicians by 2033.

In the near-term, healthcare organizations have increased their usage of locum providers to provide the necessary care. It is estimated that 88% of healthcare organizations who provide medical services utilize temporary, or locum, providers. It was common for the usage of locum providers to carry a negative perception, which I feel was mostly because it was contrary to the traditional medical group. Healthcare services have changed over time, with groups no longer being independent, so staffing solutions need to continue to change. Flex pools are utilized in other areas of medical care, so utilizing locums and flex pools are becoming more common. It will require an investment of time and creativity with creating and sustaining these models that include temporary providers, but the result is a 'covered' patient population. Locum providers can relieve much of the causes of burnout, listed as a top reason why providers are leaving medicine.

In the long term, healthcare organizations need to make themselves attractive places to work. Everyone wants to feel valued and part of a team, no matter what job they have. Some hospitals and systems perform that better than others, but there is a large gap among the entire population of organizations. When a group is short-staffed, providers will cover the gap, taking more call and covering patients in the office, but this leads to burnout. It is all too often that a group is left short-handed, relying on the remaining providers for coverage, because it is difficult to find a replacement. This is where locums and temporary staffing come in. When good organizations have a staffing shortage, they pull in locum tenens physicians, temporary staffing or flex pool employees. That makes life more manageable. Benefits, a positive workplace environment, and that sense of value plays an extremely important role in creating long term relationships with the workforce and low attrition.

**Q: Can you talk more about why it's so important to streamline the clinician credentialing process in the current healthcare environment?**

**KH:** Credentialing is highly inefficient and hasn't changed for decades. There are many reasons for this, ranging from fear of litigation to the way healthcare organizations are set up. When I practiced as a surgeon, I was credentialled at three hospitals, with three separate medical staffs and three separate credentialing committees. I had state licenses and was credentialled with around 20 payers. They all used the same data for credentialing, but their processes were all slightly different. A lot of redundant work goes on. In addition to the repetitive nature of credentialing, it's also done manually. Since it takes 90 to 120 days on average to complete the credentialing process, physicians can't work in a hospital for three or four months.

If it's painful for physicians to become credentialled, the likelihood they will get an extra license or take a locum tenens assignment in a new hospital is pretty small. The extra income simply may not be worth the hassle. In rural areas, this issue is particularly acute. There may not be, for example, a general surgeon or an endoscopist in the community. If it takes 120 days for physicians to get credentialled, the patients who need care have to wait too. It's imperative we credential quickly to improve patient outcomes and the quality of life for providers.

**Q: Physicians with multi-state credentials used to be somewhat rare. Is this changing? Is there an easier way to standardize credentialing across states and hospitals?**

**KH:** Licensure across state lines is extremely important and telemedicine has definitely shined a light on this. The amount of time required to get a license varies dramatically by state. It could be six months in one place and two months in another. The Interstate Medical Licensure Compact model works well. Unfortunately, the Drug Enforcement Administration doesn't have an interstate compact, so physicians still need a DEA license in every state where they practice. I think we're moving toward a central physician licensing organization, but it's an uphill battle. When we look for solutions, everyone needs to keep an open mind and focus on the greater good.

**Q: What role does technology play in the credentialing process? How might technology be used to support more streamlined credentialing in the future?**

**KH:** I left my practice to start Modio Health because I saw a need in this area. In most places, credentialing is still manual, whether that's at critical access hospitals, ASCs, provider groups, multispecialty groups or health systems. We timed it and it takes an hour and a half to manually complete a typical state credentialing application with common provider data.

What if all my data was in a central place, I could push a button and the information was sent to the form? That would reduce the process from an hour and half to five minutes. The amount of time, the hassle factor and the labor costs would all be dramatically reduced. It's imperative we use technology across all the components of the credentialing process. That's why we started Modio Health. ■

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BECKER'S  
ASC REVIEW  
Nov/Dec Issue 2022  
Vol. 2022 No. 9

Dr. Kirk Heath, Founder of Modio Health, was recently interviewed by Becker's ASC Review in their November/December 2022 issue about the need for more streamlined healthcare employment processes, and how technology can help.



# ABOUT MODIO HEALTH

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The healthcare industry is plagued by inefficiencies, high costs, and outdated business practices. While other areas of healthcare technology have advanced, credentials management has remained stagnant. These inefficiencies result in billions of dollars in losses for healthcare systems and a lot of chaos for everyone involved. That's why a group of doctors teamed up with tech experts in the Bay Area to do something about it.

Modio Health was founded in 2014 to provide solutions that help healthcare organizations (HCOs) be more efficient and allow providers to spend less time on bureaucracy and more time on patient care.

OneView is a simple, cost-effective solution that streamlines hospital operations and practice management without any unnecessary extras. It allows hospital administrators, credentialing departments, group practices, and individual providers to share and access provider records through a cloud-based platform, significantly reducing credentialing times and administrative effort. With OneView, hospitals and practices will easily monitor provider compliance and receive alerts for issues that could disrupt medical care.

## CONNECT WITH US

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[modiohealth.com](https://modiohealth.com)



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