



Case study : VX Systems Inc. enhanced FCVS's online form using Web Forms (.Net technology) and data improvement techniques, leading to a 52% increase in volume in the second half of 2006, as compared to the same time period a year prior. Additionally, FCVS experienced a 36% decrease in processing time from 2003 to 2006.

Federation Credentials Verification Service

The Federation Credentials Verification Service (FCVS) is designed to lighten the workload of credentialing staff and reduce duplication of effort by gathering, verifying, and permanently storing physicians' and/or physician assistants' credentials in a central repository at FSMB's data center. FCVS obtains primary source verification of medical education, postgraduate training, examination history, board action history, board certification and identity. This repository of information allows a physician and/or physician assistant to establish a confidential, lifetime professional portfolio with FCVS. This, in turn, can be forwarded at the physician's request to any state medical board that has established an agreement with FCVS, hospital, health care organization or any other entity.

Challenge

FCVS was established in September 1996 by FSMB to provide a centralized, uniform process for state medical boards to obtain a verified, primary source record of a physician's core medical credentials. However, this was a paper-based service, making for slow processing time and a heavy dependency on data entry personnel.

Two years after the introduction of paper-based FCVS, VX Systems created the first webification of that service, making it available online for first-time applicants. However, the bulk of FCVS' profits come from *subsequent requests* and there was no automation of this process. What's more, the business unit was barely breaking even in terms of its cost to process each application and the actual fees collected. This was due to the competitive nature of credentials verification. FCVS was forced to find a solution that would make the cost-intensive process more cost competitive, while still providing a higher level of service. FCVS needed an edge.

Solution

VX Systems subsequently designed FCVSnet – the enhancement of converting an existing online application from older Web technology to .net – to automate the subsequent online application process for all physicians. The system remembers information from the original application and cuts down processing time because physicians are filling out information previously keyed in by data entry personnel. Additionally, physicians who have multiple licenses from different states (ie radiologists doing telemedicine), benefited tremendously. This has become a bread-and-butter service for FCVS, as it has increased its production volume, decreased processing time, while still collecting subsequent application fees.

Solution Overview

Customer Size

75-100 employees

Organization Profile

The Federation Credentials Verification Service is a division of the Federation of State Medical Boards, Inc., a not-for-profit company.

Technologies Used

Microsoft .Net 1.1 ASPX
Oracle 9.x Databases
Microsoft .Net 2.0
Web Services

Vertical Industries

Government - Public and Nonprofit Sector

Country/Region

United States

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Solution (cont)

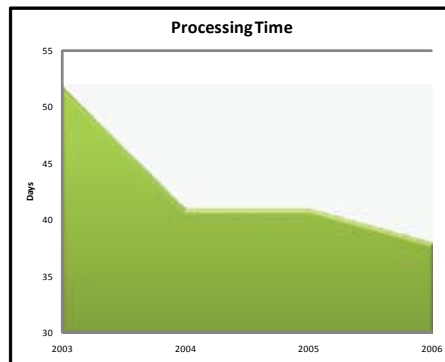
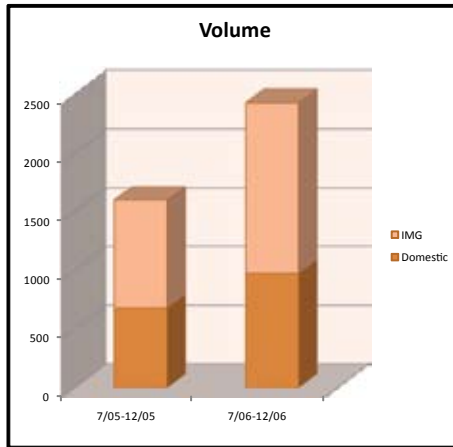
FCVS had 1,597 subsequent requests in the second half of 2005. That volume increased 52% in the second half of 2006 to a total of 2,429, hence increasing FCVS' profit margin. What's more, prior to FCVS.net, the weekly production requirements for one staff member was 35 applications per week. Due to significant time savings from not having to data enter applications, weekly production requirements are now at 45 applications per week. This represents a 29% efficiency increase.

This has saved the business unit the equivalent of two full-time salaries, according to FSMB. Finally, the median number of days spent processing medical graduates' applications has decreased 36% from 2003 to 2006. In 2003, FCVS processing time was 51.75 median calendar days for U.S. applications to be complete to mail date. The median number of days was reduced to 38 by 2006.

Additionally, the new system allowed securely identified individuals access to their previous data, reducing keystrokes and time for the applicants using the new forms, increasing user satisfaction.

Processing time was decreased due to:

1. Elimination of duplicate applications being submitted
2. Positive identification of applicants up-front
3. Tighter validation of data entered (reducing problem letters for missing/erroneous data)
4. Ability to capture funds electronically (online credit card payments)



About VX Systems

VX Systems Inc. is an information technology consultancy offering software development, systems integration, hardware development, human resources and placement services to a variety of industries. VX Systems is a known entity in the state medical board sector. It participated in the initial development of the Federation of State Medical Boards' systems, and during a 10-year relationship, VX Systems has unparalleled ground floor knowledge and experience with FSMB's legacy systems as well as new platforms.

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