



Case Study

URAC

The Organization

URAC, formally incorporated in 1990, is an independent leader in promoting health care quality through accreditation, education, and measurement. URAC provides more than 30 accreditation and certification programs to over 650 hospitals, health maintenance organizations, preferred provider organizations, third-party administrators, and provider groups.



Challenge

URAC operated an outdated, 10-year-old legacy system, AccredNet, built for accreditation processing of health care and pharmacy organizations seeking URAC accreditation. The AccredNet system was built for URAC's manual, paper-based processing method of accepting applications. AccredNet had to process through third party applications in order to maintain the requirements for URAC's solution. Making changes or upgrades to this system was extremely time intensive, even minor changes required custom coding by the vendor.

URAC realized that it could no longer use a "band-aid" solution that lacked the flexibility to cross-reference and streamline standards across organizations. As URAC began accepting applications online, they recognized the need for a system with configuration capabilities, a workflow engine, and alert/notification capabilities. URAC had to adopt a solution that could easily accommodate its anticipated future growth.

Solution

URAC conducted an analysis of case management providers incorporating guidance from Gartner®, a leading technology research firm. Gartner recommended the eCase Platform to provide 95% of URAC's requirements for an accreditation solution.

AINS replaced URAC's legacy system and helped them modernize while working with their team to re-engineer the way they established and managed accreditation standards. Working with AINS, URAC came to define 30 different types of accreditation processes that it used. URAC is now able to automate these accreditation applications while tracking each different accreditation type.

eCase provided an end-to-end system to manage the full accreditation process. The eCase Portal provided greater collaboration between requesting organizations and URAC case workers, allowed for centralization of evidence throughout the process, and established an online gateway for two-way collaboration. Requesters simply fill out their request online for URAC staff to review in real-time.

As one of the fastest growing healthcare accreditation agencies in the world, URAC is constantly developing new standards and revising existing standards for the health care industry. eCase provides URAC with a solution that evolves with the organization.

Results:

- \$116,000 saved per year on maintenance and hosting costs.
- Reduced time and travel expenses via improved accreditation projects
- 98.4% increase in customer satisfaction
- Improved operational efficiency through integrated accreditation workflows



URAC was recognized with the Workflow Management Coalition's (WfMC) Award for Excellence in Case Management in 2016

