# How Comprehensive Monitoring Allowed Amwell to Grow by 300% in Three Months

# Amwell: Providing Telehealth Services to 80 Million Patients Across the U.S.

Amwell is a large telehealth solutions provider based in Boston, Massachusetts that partners with 55+ health plans, 2,000+ hospitals and health systems, and 81k providers to provide virtual healthcare services to 80 million patients.

Prior to the COVID-19 pandemic, in order to maintain their NCQA accreditation, Amwell was monitoring 3,500 providers for federal healthcare program ineligibility, including sanctions and exclusions. In addition to monitoring healthcare exclusion sources such as the OIG LEIE, SAM.gov, and state Medicaid lists, Amwell was also responsible for making sure no providers were on the Medicare Opt Out list.

Prior to the pandemic, Amwell utilized Provider Trust for exclusion monitoring and another vendor for sanction screening and Medicare Opt Out list monitoring of their providers.

## Scaling Quickly Meant Increased Need for Automation

Due to the pandemic and fears about contracting the virus as well as hospitals making room for more acute cases, in-person healthcare declined starting in April 2020.
From October 2019 to October 2020, telehealth claim lines nationwide skyrocketed 3,060%, according to private healthcare claims data from Fair Health.  And Amwell's virtual visits trends echoed what was happening nationally.

According to Amwell's full year 2020 earnings call:

- Throughout 2020, Amwell saw a massive jump in virtual visits, totaling 5.9 million visits in 2020, up 400% from its 1.1 million visits in 2019
- In the fourth quarter, virtual visits totaled 1.6 million, up 300% from the previous year

Amwell faced the need to scale quickly, including their compliance monitoring efforts. According to Sr. Manager, Credentialing and Delegation Oversight, Maxwell Tucker, **"Credentialing is incredibly tedious with a lot of manual steps. Our whole philosophy has always been – how can we automate a manual credentialing process? We built out our own automated credentialing application that's integrated with Salesforce and our other data management system, MD Staff. We built ways to automatically pull some verifications or initiate verifications, however, our ongoing monitoring process was missing a lot of those steps, especially because we weren't taking advantage of all the services ProviderTrust offers."**

At the same time, Amwell was using multiple vendor databases, which resulted in overlapping and the duplication of some sanction screenings. Through this process, and by comparison with ProviderTrust, they found the other vendor had several sanctions and exclusion that went unreported due to outdated datasets. Amwell also found that the Medicare Opt Out list data was largely outdated, which led to delayed findings.

Amwell was seeking a data partner who could scale with their growth and easily add any sources they needed for ongoing monitoring of their various customers and internal staff, especially as they were consistently facing anywhere from three to 10 client audits at one time.

Amwell was also seeking a proactive and timely solution to address business decisions when providers were found on the Medicare Opt Out list. They needed a tool that team members felt confident in utilizing each day, and administrators could count on for visibility and accuracy.

## Choosing an Automated, Smarter Solution for Comprehensive Compliance Monitoring

Pleased with their current exclusion monitoring solution implemented in January 2016 (ProviderTrust's Passport), in April 2020, Amwell expanded the solution to include the Social Security Administration Death Master File (SSA DMF), Medicare Opt Out, and OFAC Monitoring as more than 7,500 providers were onboarded.

The expanded solution provided comprehensive automated exclusion monitoring in one easy-to-understand platform that allowed for:

- Exact-match results identifying excluded, sanctioned, or terminated providers in their populations.
- Ongoing Medicare Opt Out monitoring and process improvement.
- Elimination of additional verification and false-positives for excluded or sanctioned providers or employees.
- Batch upload of 300-400 providers at one time in about 10 minutes, which would have taken 3 FTEs the whole day to complete individual enrollments under the previously manual process.
- Dashboard views to meet compliance, auditing, and reporting requirements.

According to Sr. Manager, Credentialing and Delegation Oversight, Maxwell Tucker, **"Not only has ProviderTrust saved us countless hours of unnecessary work and delivered peace of mind that no exclusions will be missed, but their solution is also the most polished one that we work with and we are frequently complimented on how organized our credentialing files and programs are."**

# Allowing Amwell to Scale with Ease and Focus On Patient Care

Amwell was able to successfully onboard 7,500 providers from April 2020 to June 2020 and have peace of mind that exclusions and sanctions weren't and aren't missed. ProviderTrust worked with Amwell to ensure a successful implementation process for the additional monitoring services, including providing training and ensuring rapid team adoption.

Passport allowed Amwell to scale quickly and seamlessly, ensuring that Amwell's team had access to:

- Real-time insights and transparency with quick look-ups of provider verification and monitoring history
- Enhanced reporting options for smoother audits, including weekly email summaries
- Data integrity in an organized, easy-to-use platform

ProviderTrust's platform has also helped Amwell grow their market footprint by allowing health plan prospects to preview Amwell's monitoring results during the pre-delegation review: **"For someone considering doing business with us, there's a pre-delegation review in which we show them organized files that have easily digestible information. This helps us sell ourselves and win business, and ProviderTrust has been a big part of that".**

Going forward, Amwell is looking into adding ProviderTrust's Preclusion List monitoring to their instance of Passport since all health plan clients now require Amwell to query this list on a monthly basis in addition to when they hire someone. When asked what changes and improvements Amwell would make to ProviderTrust's platform, their response was a resounding "none."

> **You are the best organized service that we use. I have no complaints or requested changes because ProviderTrust has set the bar higher than any other service or database that we currently use.**
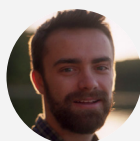
**Maxwell Tucker**
*Amwell's Sr. Manager, Credentialing and Delegation Oversight*

## Does Amwell's story of a need for a comprehensive, easy-to-use, trustworthy compliance monitoring solution resonate with your organization?

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