Optimizing Delegated Rosters

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Challenge

In delegated provider models, independent practice associations (IPAs) are responsible for maintaining provider credentialing and rosters. For a dual special needs health plan (D-SNP), however, files were being delivered in inconsistent formats, with missing or unreliable identifiers.

The health plan's system of record for provider data, platform*, lacked a standardized, governed mechanism to ingest delegated rosters at scale.

As a result:

- Roster errors propagated downstream before detection
- Claims processing instability increased
- Manual remediation became the norm
- Provider data governance was fragmented

Results

99% reduction in delegated provider roster load time

Reduced manual remediation and downstream exceptions

Improved claims stability through cleaner provider data

Scalable, repeatable intake process aligned to governance standards

Solution

DocMe360 partnered with the health plan and platform* to design and implement a delegated roster ingestion capability embedded directly into the platform* itself.

The solution included:

- Standardized roster intake requirements for IPAs
- Pre-ingestion validation and error isolation
- Defined ownership and governance workflows
- Audit-ready traceability aligned to daily operations

This transformed roster ingestion from an ad hoc process into a controlled, enterprise-grade capability within the platform.

*system name intentionally anonymized

Impact

What began as a client-specific remediation evolved into a platform*-level enhancement, positioning it as a true backbone for delegated provider operations. By closing a critical gap in delegated roster management, the health plan reduced operational risk while strengthening provider data integrity across the enterprise.

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