



How a private practice successfully acquired 13 new companies during a pandemic.



SPOTLIGHT



Golden Bear Therapy Partners (GBTP) is the parent company of a thriving family of brands throughout the United States. They drive value through a stronger-together approach, creating a culture of collaboration, teamwork, and clinical excellence. They celebrate their values through their quality of care, empathetic staff, and commitment to the patients in the communities they serve.



Locations: 72 (45 acquired)



Customer Since: February 2020



Providers: 292 Providers (PTs, DPT, OTs, SLP, etc...)



Credentialing Staff: 7



Interview Conducted With : Mandip M. | Credentialing Specialist

The Challenges

Before Modio, Golden Bear Therapy Partners were managing all of their credentialing at multiple locations with paper and Excel spreadsheets. It was a major pain point for their team, which led them to search for a robust credentialing solution.



"Modio's software supported us for a seamless transition to remote during the COVID-19 pandemic."

It was actually around February 2020 when GBTP had just begun to implement Modio's OneView. Luckily, this meant they were able to start the process of storing everything in one centralized location before the team went completely remote. If this transition had not been completed, it would have caused an immense amount of labor-intensive maintenance like pulling information from multiple locations and dozens of spreadsheets – all during a pandemic.



“ Modio is truly great from my perspective. Housing all of the provider’s information in one central location allows for a streamlined credentialing process to take place especially when accessing and navigating the platform from a remote workstation.”

– Donna B.
Credentialing Specialist

Navigating **OneView**

Navigating OneView has been really straightforward. The platform has been intuitive, and everything can be accessed quickly from the team dashboard. GBTP also manages their partners in OneView, and they have found the platform very user-friendly. The swift onboarding and core training offerings have allowed them to transition without hiccups. Lastly, with Modio University, they have picked up a lot of tips and tricks to use the platform to its utmost potential.

About the **time saved** with Modio’s OneView

Golden Bear Therapy Partners have cut provider application times in half for the entire credentialing cycle. Features such as onboarding, logins, compliance alerts, tags, and task assignments have freed up their time and streamlined their organization’s process. This allowed them to operate stress-free because their team isn’t referring to multiple spreadsheets anymore. Furthermore, the ability to invite providers directly through the platform has sped up the process since they are frequently adding new business partners.

Golden Bear’s Top Favorite Features

1. Payor Application Tracking

The credentialing team uses the healthcare payor tracking feature daily. It’s been great for updating providers with their credentialing status, and it allows them to meet deadlines on time.

2. Logins Management

They can now store everything like CAQH, PECOS, and facility logins more securely on OneView that were once stored in a spreadsheet

3. Task Management

The team can assign tasks and have complete visibility with process and prioritization.

4. Mapped Pre-Filled Forms

Modio’s forms mapping service has been really helpful for Golden Bear Therapy Partners, and the team has been great to work with.

5. The OneView Dashboard

Everything is organized in a “parent/child” system, which has made it easier to navigate between different facilities. It’s not overwhelming, and everything is managed all in one place.