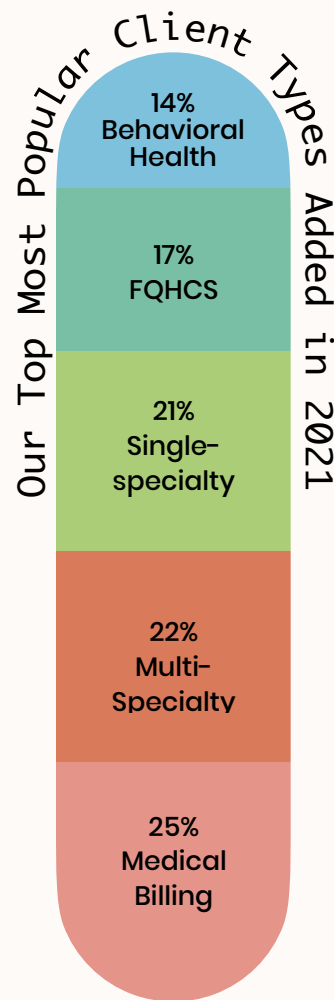# A Look Back to Move Forward

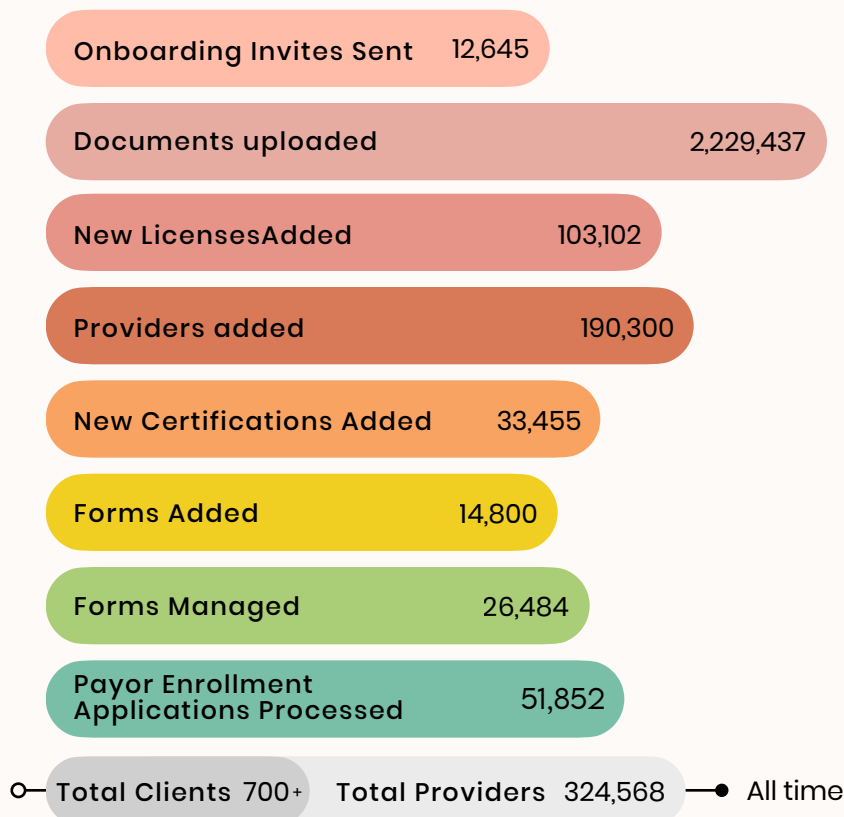## MODIO HEALTH 2021 YEAR IN REVIEW

As we enter 2022, we want to take a moment to celebrate all that we achieved in 2021. From the continued development of OneView 2.0 which was introduced to a handful of our clients as beta testers, to the addition of new verification features essential for our credentialing clients. Some feature highlights include:

- Easily adding providers using additional data integrations
- Customizing and resizing credentialing grids to help maximize screen-space and focus
- The ability to run up to 10 Carbon updaters at once
- Simplified management for a provider's verification record (add documents and notes, view statuses and hospital affiliations)
- Customizing what to include on a summary PDF of verifications
- View a list of all verifications completed for a provider and can customize fields and documents to be included in a summary PDF
- Navigation tabs which allow quick filtering for provider profile sections
- Compliance counts for expirables or issues in each grid
- A user facing audit-history to track team changes
- UX upgrades and performance enhancements

We look forward to continued releases of new features and functionality in 2022. Stay tuned!

Our Top Most Popular Client Types Added in 2021

- 14% Behavioral Health
- 17% FQHCS
- 21% Single-specialty
- 22% Multi-Specialty
- 25% Medical Billing

2021 ONEVIEW STATS

- Onboarding Invites Sent — 12,645
- Documents uploaded — 2,229,437
- New LicensesAdded — 103,102
- Providers added — 190,300
- New Certifications Added — 33,455
- Forms Added — 14,800
- Forms Managed — 26,484
- Payor Enrollment Applications Processed — 51,852

Total Clients 700+   Total Providers 324,568   All time

CARBON OVERVIEW

We continued to improve our provider verification technology by:

- Adding a new USDOJ Integration (restored service when DEA agency cut over to a new search tool that required secure personal info for verification)
- Enhancing our OIG Alias upgrade (ability to use up to 15 more names values to run searches for providers in OIG)
- Including a new Nursys e-Notify integration (integration w/the Nursys API, significantly more stable and faster than the previous solution)

CUSTOMER SUCCESS

In just 1 year alone, we achieved:

A 4.9/5 Star Support Rating

Resolving Over 23,000 Support Tickets

Growing our Support Team by 3X (and We're Still Growing)!

CAPTERRA REVIEWS

Overall Quality	★★★★★
Ease of Use	★★★★★
Customer Support	★★★★★
Features/Functionality	★★★★★
Value for Money	★★★★★
Likelihood to Recommend	10 out of 10

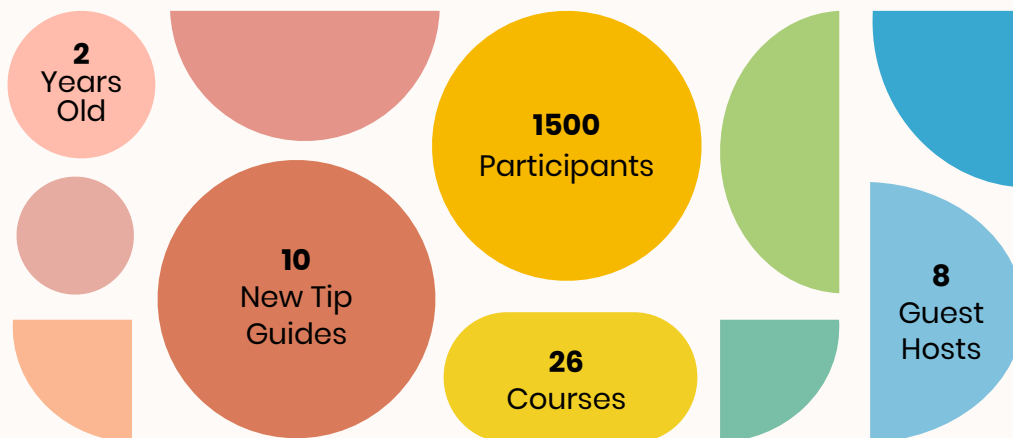*"We recently brought in our credentialing process in house and I was searching for something that would make this huge undertaking as easy as possible. Modio has NOT disappointed in any way. Their set up process was easy, customer service has been nothing short of amazing and the ease of the software is incredible and even though I am new to this software I haven't found anything that they didn't already think about. Have recommended this software to sister organizations and will continue to do so. Modio has not disappointed me in any way!"*

— Mirella M, Revenue Cycle Director

MODIO UNIVERSITY

2 Years Old

10 New Tip Guides

1500 Participants

26 Courses

8 Guest Hosts

Modio University is our educational training series lead by our team of training experts designed for enhancing and optimizing your experience with the OneView® platform.
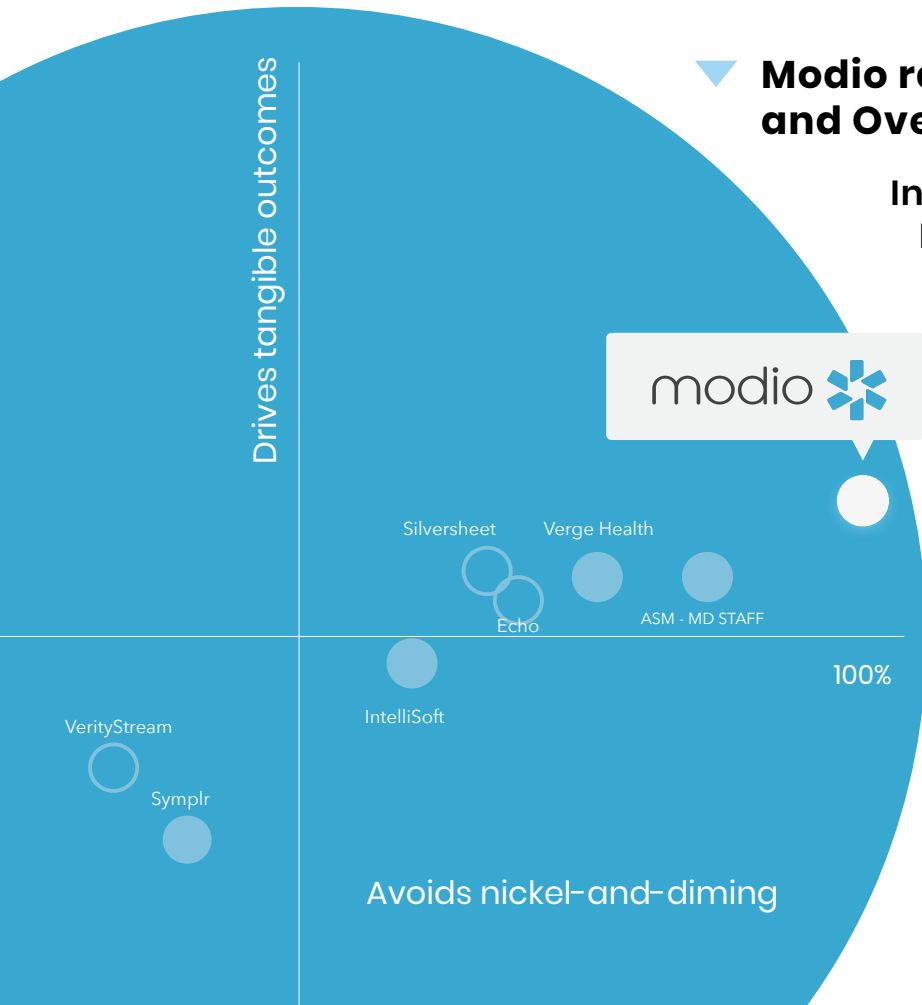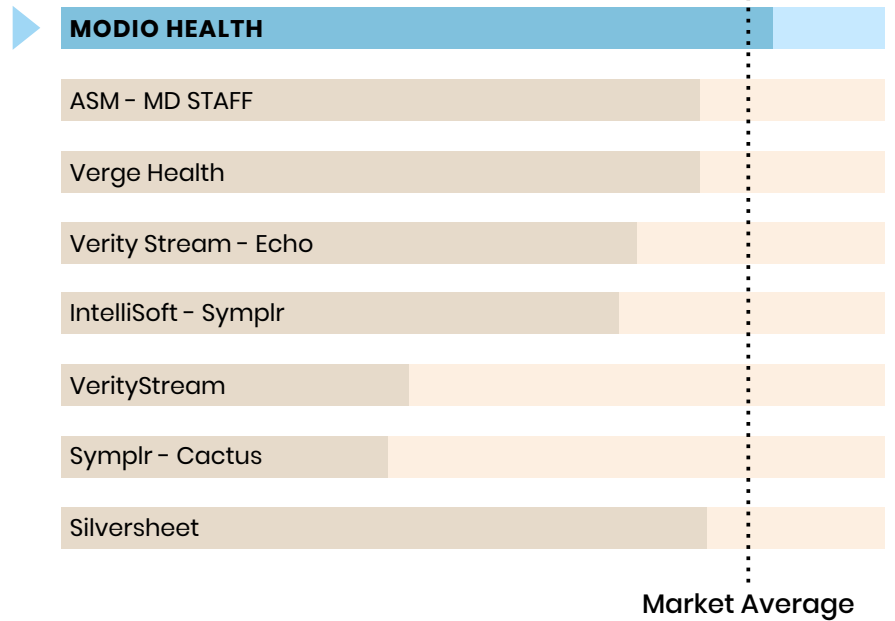
KLAS RANKINGS

Credentialing Vendors' Overall Performance

Modio Health was recognized by KLAS with an overall ranking of 93.1 out of 100 — an increase from 92.7 in 2019 in overall performance score, leading the score against 7 other credentialing vendors.

modio

MODIO HEALTH	
ASM – MD STAFF	
Verge Health	
Verity Stream – Echo	
IntelliSoft – Symplr	
VerityStream	
Symplr – Cactus	
Silversheet	

Market Average

Drives tangible outcomes

modio

- Silversheet
- Verge Health
- Echo
- ASM - MD STAFF
- IntelliSoft
- VerityStream
- Symplr

100%

Avoids nickel-and-diming

Modio ranked #1 for Overall Value and Overall Performance

In the Klas Credentialing 2020 Report, Modio received exceptional satisfaction ratings, including:

- **92%** would recommend the software to others
- **96%** rated for ease of use
- **98%** rated for money's worth
- **99%** rated for proactive service
- **96%** rated for quality of implementation
- **90%** rated for product quality
- **94%** rated for quality of training