

Customer Success Story

SPOTLIGHT

VENTURA ORTHOPEDICS

Recognized as one of the oldest multi-plan practices in Southern California, Ventura Orthopedics opened its doors in the 1930s and has been delivering orthopedic care ever since.



5 locations in Southern California



66 Providers MD, OT, PT, and PA



1 Credentialing Coordinator



Customer Since 2018

The Challenges

Ventura Orthopedics came to Modio Health looking for a credentialing solution for their team of healthcare providers. They identified two main factors affecting their practice management flow:

1

Provider Monitoring

Using **Excel spreadsheets** for monitoring licensure expirations and re-appointment-dates for all 66 providers was a daily struggle.

2

Lack of Transparency

Having various departments spread amongst five locations meant lack of awareness and knowledge around everyday credentialing processes, along with payor timeline expectations.

We asked Ventura Orthopedics how much time they've saved.

*"A lot. An application for example takes half the time even if its a hospital application. The summary tab in **OneView™** helps with having all the information in one place versus having to keep referring back to an excel sheet. Also, the notes feature makes it so much easier to remember everything."*



Amanda
Credentialing Coordinator

The Breaking Point

With the practice growing and new provider count rising, navigating through dozens and dozens of Excel sheets with multiple tabs in each was becoming a daily nightmare. Without an easy way to track expiring licenses and board certifications or reappointment dates, the practice kept seeing inaccuracies and lack of consistency.

10/10

The score Amanda gave Modio for customer service and overall satisfaction.



3

Reasons Ventura Orthopedics loves Modio:



01.
Streamlined provider profiles for quick monitoring



02.
Easy to batch upload documents



03.
Intuitive workflow tracking features

Making The Switch

After viewing a product demo with another credentialing vendor, Amanda collaborated with her team and decided that Modio was the best solution for Ventura Orthopedics. In addition to the transparent pricing, Amanda knew the intuitive and user-friendly interface would make adoption easy for her providers, who would be accessing **OneView™** as well. Furthermore, she found the organizational value of features like Tracking, Forms, Tasks, and Alerts essential to the success of her practice.

Transitioning To Modio

"The transition and implementation process with Modio all happened really fast", explains Amanda. "I gave them a spreadsheet and Modio just ran with it. The project manager assigned to me was amazing. She was there anytime I had a question or needed something, despite being on the East Coast. She always responded right away and kept me updated on what was going on which made it super helpful."

How is Ventura Orthopedic benefiting from OneView™?

Ventura Orthopedics has seen significant improvements in their credentialing workflow since implementing **OneView™**. Every department now has access to **OneView™** which has helped significantly in creating transparency. Amanda relies heavily on features like Forms, Logins, Tracking and Onboarding and finds the platform especially useful for initiating new providers.



With over 34 line items in her to-do list, Amanda finds the Tracking Tool as one of the greatest resources in **OneView™** because of its clarity and organizational flow.



"Using this software has been very, very easy. Modio being so intuitive meant I was ready to go as soon as we were fully implemented."

-Amanda

See how Modio can help your team!

CONTACT US



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