



How VBA Helped a Healthcare Payer Ditch Their DOS-Based System and Transition to a Next-Gen CAPS

Crescent Health Solutions needed to modernize their core administrative processing system to enable digital transformation and grow their business. VBA helped them successfully transition from their outdated legacy system to VBASoftware, a modern CAPS solution that leverages the cloud and enables interoperability through APIs.

— About Crescent Health Solutions —

Crescent Health Solutions is a diversified health services organization that provides flexible, cost-effective and easy-to-use healthcare delivery options, including third-party administration services and a PPO with access to 400,000 providers and 4,000 hospitals nationwide.

— Life Before VBASoftware —

Crescent Health was looking to grow and scale their TPA business, but they were using an antiquated DOS-based system that could no longer support their operations. To make matters worse, they had outsourced the majority of the system maintenance to a vendor, so they were very limited in terms of what they could manipulate without getting the vendor involved.

Some of their key challenges included:

- Delays in implementation of new clients because their vendor could not configure the new groups within the desired timelines
- Inefficient workflows and complex operating procedure documents to sift through, just to create basic reports
- Spiraling costs and exorbitant hourly charges for system enhancements and maintenance



— Why Crescent Health Chose VBASoftware —



Crescent's number one goal in replacing their CAPS was to gain control over their systems and their operations. They wanted a system that was flexible and easy to configure, while also having the technology to enable digital transformation and respond to ever-changing regulations.

Some of their reasons for choosing VBA included:

- ✓ Cutting-edge technology and VBA's continual investment in its suite of solutions
- ✓ Knowledgeable team of industry experts to provide support throughout the transition
- ✓ Pre-built connections with a large number of vendor partners to make the implementation process more efficient

"We did a lot of research and found that VBA was top of the line in terms of their technology. Replacing our administration platform was a significant investment, so we wanted the best of the best. We know we are going to keep this system for a long time."

Aaron Harmon

Sr. Marketing Account Manager
CRESCENT HEALTH SOLUTIONS



VBA Provides the Five Key Elements for a Successful CAPS Implementation

VBA worked with Crescent Health to navigate the complexities of their implementation and customize an approach that worked best for their unique needs.

1. Technical Expertise

The VBA implementation team brought a deep understanding of healthcare technology and the business needs of Crescent Health, which helped them design a solution to support Crescent's business objectives. They worked side by side to define requirements upfront and develop an effective strategy for the implementation.

2. Business Process Improvement

Because Crescent Health had previously farmed out their configuration to a third-party vendor, they needed to develop all-new business processes. VBA helped them understand each component of VBASoftware and how those components work together so they could design processes for things like plan building, enrollment and provider maintenance.

3. Training

The VBA team provided detailed training on all aspects of VBASoftware and used a consultative approach to help the Crescent Health team make configuration decisions. All of the training sessions were recorded for future use. Crescent Health also took advantage of VBA's online library of training guides for each component of VBASoftware.

4. Project Management

Crescent Health had an aggressive implementation deadline. VBA created a project plan and managed all the details to keep the implementation on track. They were proactive in reminding the Crescent Health team of any missing items and making sure everything was getting done on schedule.

5. Collaboration and Teamwork

When Crescent Health discovered additional EDI connections that were not included in the original project scope, the VBA team immediately stepped in to assist. They partnered with Crescent Health's vendor to resolve the issue. No matter what happened, the VBA team stayed focused and found a way to get it done.

VBA is Your Trusted Partner

Whether you are looking for expert trainers to support your in-house team or a turnkey implementation with one of our business process outsourcing partners, VBA will make it happen.

For more information or to speak with an expert, contact us at vbasaes@vbasoftware.com.

"The entire VBA team has been very flexible and accommodating throughout the implementation. Working with them has been a walk in the park compared to our prior vendor. VBA's attitude and responsiveness has been stellar across the board."

Aaron Harmon

Sr. Marketing Account Manager
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Learn More

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