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# Centria Healthcare

## Centria chooses Kiriworks Contract Management for its flexibility, functionality, clean workflows and user experience

Centria Healthcare was founded in 2009 as a provider of Pediatric Nursing. In 2010, the organization introduced Centria Autism, which has since become a leading provider of Applied Behavior Analysis (ABA) therapy in the United States.

Centria Autism is now also one of the largest ABA providers in the country, operating in 13 states and engaging with many different providers and health plans in each one. Every contract must comply with its state's regulatory requirements, which vary from state to state. As the number of contracts quickly approached 200, Centria realized continuing to manage them and their surrounding processes manually was not sustainable.

"We had been tracking contract activity using spreadsheets – storing them on Google drives and shared drives and it was very manual and time-consuming," said Centria's Director of Payer Contracting, Susan Harris. "We knew we needed help."

## The Solution

Before Centria issued an RFP for a contract lifecycle management solution, the organization created a cross-departmental team to produce a list of requirements. The team included staff from contracting and IT, but also from payer relations, credentialing and HR, finance, legal and compliance as well as clinical operations.

A leading provider of home- and center-based therapy and nursing care services offered under three distinct service lines, Centria Healthcare is headquartered in Michigan, where it is the largest provider of private duty nursing and rehabilitation services in the state through Centria Catastrophic Injury Care and Centria Pediatric Nursing. Centria Autism serves thousands of families and children in 13 states across the country.

"We didn't just need somewhere where we could put the contracts, but a way to manage them from the beginning when it came in, or if a payer reached out to us and we created the contract, through the approval process, the rates implementation, the back-end maintenance..." Harris said.

She added that having input from cross-functional staff not only ensured they'd select a solution that would meet the organization's broadest set of needs, but it also created momentum for user adoption following implementation.

The Centria team did due diligence in evaluating vendors – even using a tool to objectively score the written RFP responses it received against its solution requirements for a cloud-based platform with robust document and workflow management, security and reporting capabilities. After virtual presentations from its top four vendors, they narrowed the field down to two for in-depth demos and software trials.

"We chose Kiriworks for their solution's flexibility and functionality," Harris said. "Their workflows are clean, their end-user experience is better, and the application has the capability to support other departments."

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>
> DIRECTOR, PAYER CONTRACTING

## The Impact

While Centria's implementation took 19 months to complete, Harris explained that much of that time was due to the organization's wishes. Early in the discovery phase, Centria realized the benefit that importing all of its historical contracts into the new solution would provide to the organization. Kiriworks pivoted to help Centria develop and execute a legacy payer data import strategy to ensure their new solution would meet expectations.

"We had a lot of wants and needs and required a very customized solution," Harris said. "In the long run, it will save us a lot of time."

"Kiriworks did their due diligence with us as well. They were very up front and very responsive to questions during our implementation," Harris added. "They could build according to our needs, and they also had a tech support structure that met our needs, providing us with the option to buy support hours following implementation."

Centria's contract management solution from Kiriworks:

### SERVES AS A SINGLE SOURCE OF TRUTH

Centria not only stores its contracts on its Kiriworks solution, but it also manages all activity related to those contracts within the application.

"We do a lot of single-case agreements before contracting with a payer. And, while another department manages those, we'd get the questions," Harris said. "We didn't have access to those agreements before. This application changes that. We loaded historic information into the application so RCM and credentialing staff can find answers faster."

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### ALLOWS FOR RULE-BASED SECURITY

Harris wanted increased control over who had access to Centria's contracts as well as specific information within them.

"We wanted to have different levels of security," Harris said. "The Kiriworks contract management solution allows us to have user-level security. We can vary the read-only access and read/write access by user group."

### PROVIDES GREATER VISIBILITY

The organization's manual contract processes made it near impossible to see the status of a task or project.

"We have visibility now. We can track redlines. We can track and report on changes – for example, we can see where the clinician is in their credentialing cycle so we can implement the contracts," Harris said. "We wanted a few canned reports, but we also wanted to be able to have user generated reports, so there's a reporting layer."

### SPEEDS DECISION MAKING

Centria took full advantage of the solution's automation capabilities.

"Basically, we identified every person involved in the contracting process and have a workflow specific to them," Harris said.

### INCREASES EFFICIENCY

Harris added that in addition to the automatic workflows, the solution's full-text search functionality also saves a great deal of time.

"Sometimes you need to find very specific information, like, how many of our Michigan contracts have language about transportation in them," Harris said. "The old process was to manually look at all 35 contracts. Now, it's easy to find and compare documents."

### HELPS STANDARDIZE CONTRACT LANGUAGE

An unexpected benefit of the solution's full-text search capability for Harris was the ability to create more consistent language across its contracts.

"You can search within the application and see how contracts have different ways of basically saying the same thing," Harris said. "The solution allowed us to standardize some contracting language across payers."

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