

The Ultimate Buyer's Guide to License Verification Solutions for Healthcare HR

Insights Into Industry Trends,
Evaluation Criteria, and
Leadership Buy-In



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Introduction

This guide is for healthcare human resource professionals or any other decision-makers within the organization who are evaluating solutions to streamline and centralize the primary source verification process and ongoing monitoring.

The stakes are high for enterprise healthcare organizations as they lean into an HR-shared services model.

Get it right, and you create long-lasting reductions in operating costs, streamlined processes, and a modern, seamless experience for applicants and employees.

Get it wrong, and best case scenario, you're back to square one.

Worst case? You've adopted a solution that isn't ideal for your unique situation.

Primary source verification is one of the regulatory requirements enterprise healthcare is taking a hard look at right now. With tens of thousands of licensed employees spread across states and multiple credentials to verify, the decentralized model needs to be more robust and expose organizations to potential liability. Defining and enforcing standards across facilities can be difficult; it requires administrative resources at each facility, and accessing data in a centralized location is nearly impossible. Decentralized primary source verification is not an enterprise solution.

This, you likely already know. Defining the challenges is the easy part. Instead,

it's defining the solution that proves to be more difficult. Although primary source verification is a small niche, many service providers claim to simplify and streamline the process. Still, selecting the right solution for your organization requires thought, planning, and flawless execution.

In this guide, we'll help you recognize the critical question to ask of your potential solution providers and features that a full-lifecycle enterprise should offer an out-of-the-box capacity.



*In a sample of approximately 500,000 licenses and certifications within the EverCheck system, **25% renewed within a 6 month time-frame.***

This would have resulted in 10,000+ hours of manual primary source verification (based on an average of 5 minutes per verification) had the process not been automated.

Key Functions for Evaluating License Verification Providers

1 DEFINING KEY REQUIREMENTS FOR POSITIONS WITHIN ORGANIZATION

Every position within your organization has requirements licensed healthcare professionals must satisfy. Traditionally, human resources and recruiters would cross-reference an employee's qualifications with the requirements for their position.

A solution should provide a mechanism to automatically verify that the employee's credentials align with the requirements for their position. This includes handling complex scenarios, those requiring multiple licenses and certifications, and those where the certification may be obtained later.



2 COLLECTING REQUIRED CREDENTIALS FROM APPLICANTS AND EMPLOYEES

Creating a seamless experience for licensed healthcare professionals to submit their required credentials sets the stage for the type of experience they can expect from the health system regarding its other administrative processes.

A solution should allow licensed healthcare professionals to submit required credentials digitally. This eliminates the need to make special trips to the HR department to hand-deliver the documentation.

3 COMPLIANCE MANAGEMENT & MONITORING OF LICENSES AND CREDENTIALS

The Joint Commission requires verification of licenses and credentials at hire and at the time of renewal.

A verification solution should meet those requirements and ideally should exceed the requirements.

Real-time data ensures that when essential changes in license status occur, the appropriate parties are made aware immediately. Upon sourcing data from the primary source, a solution should look for:

- Changes in license status
- License expiration dates
- Disciplinary actions
- Name discrepancies

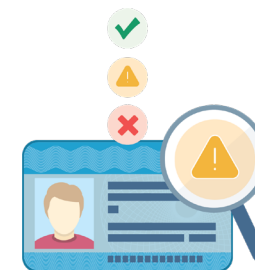
In addition to licenses, a solution should be able to verify other credentials such as national certifications, non-primary source verifiable credentials, and DEA registrations. The more comprehensive the verification profile, the fewer ancillary services and integrations necessary.

Be sure to ask what can be automated versus what must be verified manually.

4 STORAGE AND RETRIEVAL OF PRIMARY SOURCE DATA

In the event of a regulatory survey, your hospital/facility may be required to provide proof of the primary source verification performed. For this reason, a solution should enable digital records storage where a copy of the primary source verification is easily retrieved at any time.

Be sure to ask how often the solution provider captures a screenshot of the primary source verification and how they account for the date the license was verified.



*In the same sample of 500,000 licenses and certifications monitored over a 6-month period, **2,192 disciplinary actions were captured** that may have otherwise gone undetected if not for daily verification.*

Critical Functions for Evaluating License Verification Providers

As with any enterprise software solution, it's an investment. The determining factors for healthcare leadership will be twofold:

Will it help our organization meet or exceed the compliance standards set forth by the regulatory agency?

Will it save time and resources over the short and long term?



Any solution exceeding the regulatory standards for primary source verification will satisfy the first concern. Next, consider key requirements for your platform -

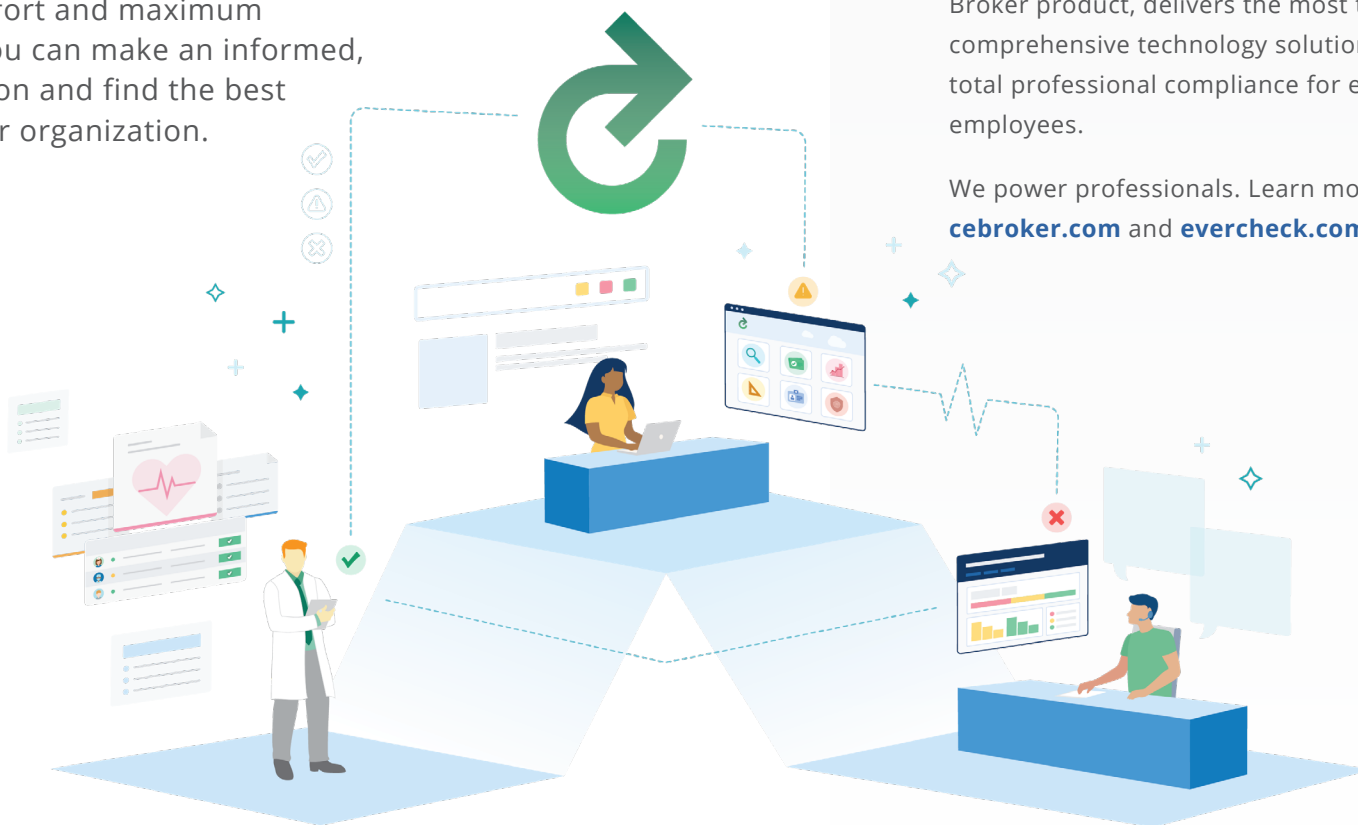
Defining Key Requirements

- ☐ Ability to upload/import requirements for each job role and store them within the system for reference against applicant and employer licensure
- ☐ Ability to handle complex scenarios such as requirements or those where the license/certification may be obtained at a later date
- ☐ Automated compliance calculations that all required licenses are in active and good standing.
- ☐ Alerts to designated staff when an employee is flagged for not meeting the requirements of their position

Conclusion

As the healthcare space continues, the trend of consolidation and implementing cost-saving, system-wide solutions will be a significant focus for Human Resources.

Primary source verification is a function that can be automated and streamlined with minimal effort and maximum benefit. Now, you can make an informed, educated decision and find the best solution for your organization.



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