



MEDVERSANT CREDENTIALING OUTAGE FAQ

What Happened?

To address ongoing issues with the credentialing system, Medversant made an upgrade in June 2023. Unfortunately, the upgrade resulted in outages first for the Client Portal where health plans pull provider-attested records, and then for ProviderSource, where provider data is uploaded. Efforts by Medversant to fully repair the system have been unsuccessful to date, and repairs are ongoing. Medversant has estimated that issues with both ProviderSource and Client Portal could potentially be fixed by August 14, 2023.

What is Being Done to Solve the Problem?

Medversant is in the process of implementing solutions to get the system fully operational as all provider data is unavailable at this time. OneHealthPort will update providers and health plans as we learn more about their progress. Concurrently OneHealthPort is actively working with the OIC to evaluate all options during the Medversant outage.

Why was the Credentialing Program Enacted?

State Senate Bill 5346, ratified in April 2009, aimed to reduce the administrative burden on providers and improve the quality and timeliness of information for hospitals and payors by legislating the development of a uniform electronic process for collecting and transmitting the necessary provider-supplied data to support credentialing, admitting privileges, and other related processes that served as the sole source of credentialing information required by hospitals and payors.

Who are the Players?

- **Medversant** is the vendor that houses the electronic database for Washington state's credentialing program. Medversant developed, operates, and hosts the ProviderSource and Client Portal applications.
- **OneHealthPort** was designated the lead organization in State Senate Bill 5346 (ESSB 5346) which requires a statewide data collection process for all credentialing and privileging data. OneHealthPort holds the agreement with Medversant to offer the ProviderSource and Client Portal applications and provides access to Medversant's services using OneHealthPort's Single Sign-On.
- **Office of the Insurance Commissioner (OIC)** is designated in ESSB 5346 with the role of regulatory oversight. That includes oversight of OneHealthPort as the lead organization for Administrative Simplification, including the statewide credentialing program.