Helping physicians reach insurance networks

University Physicians Network (UPN) is an organization of physicians in greater New York. Associated with leading medical centers and hospitals in the area, UPN member physicians meet high standards for professional credentials. UPN members have been and continue to be recognized by health plans for the quality and efficiency of care that they render.

When member physicians applied to join one of UPN’s 20 associated insurance networks, UPN staff wasted time and resources printing out the contract, mailing it to the physician for a signature, and finally sending the contracts to the insurer for approval. “The process could take weeks,” says Matt Penziner, senior director of managed care at University Physicians Network. “We needed a better solution, so we turned to Adobe EchoSign.”
“Adobe EchoSign completely eliminates document preparation for incredible time and cost savings. Instead of printing out 40-page contracts and shipping them to physicians, we can start the application process with a click of a button.”

Saving time and money

With Adobe EchoSign, UPN improves support for its 1,600 physicians with a workflow that automatically emails documents to all parties for review and signature. “Adobe EchoSign completely eliminates document preparation for incredible time and cost savings,” says Penziner. “Instead of printing out 40-page contracts and shipping them to physicians, we can start the application process with a click of a button.”

Now when physicians want to join an insurance network, UPN staff uses Adobe EchoSign to email the contract to the physician. Physicians electronically sign the document, which is sent to UPN and then the insurance company for review. Once countersigned, PDF copies of the contract are automatically forwarded to all necessary parties. Signees don't need access to special software or accounts. As long as they can open email and access a web browser, they can view and sign secure documents in minutes. Unlike regular downloads, automated tracking even lets UPN determine the document status to help ensure that contracts are never lost in a rush.

The streamlined workflow not only eliminates hefty printing and postage costs, but it also reduces the turnaround time by two weeks in most cases. “By making it quick and easy to process contracts, Adobe EchoSign ultimately helps patients reach a broader selection of in-network physicians,” says Penziner.

For more information
www.echosign.adobe.com