



Modernize the provider onboarding experience

The KPMG Provider Onboarding and Credentialing offering moves healthcare professionals to the clinic faster and more efficiently.

Hiring healthcare professionals can be more complicated than filling most positions. The journey of onboarding a doctor or nurse can be a long road, jammed with detours for credentialing, privileging, and enrollment tasks. It is a process that calls for automation, yet is still often administered with faxes, back-and-forth email, even paper forms.

KPMG Provider Onboarding and Credentialing capabilities and accelerators, enabled by ServiceNow's HR Service Delivery module, helps you create a single point of entry to engage inbound care providers. Consumer-like visuals guide providers through the onboarding and credentialing process.

Behind the scenes, the ServiceNow workflow assigns tasks to the cross-departmental groups for additional required actions and approvals. The process can be monitored and measured throughout, accelerating the speed-to-patient-care.

A holistic design approach helps deliver a connected experience centered on the provider. Fields are prepopulated as much as possible with information previously entered into the system. User-friendly ServiceNow capabilities like Live

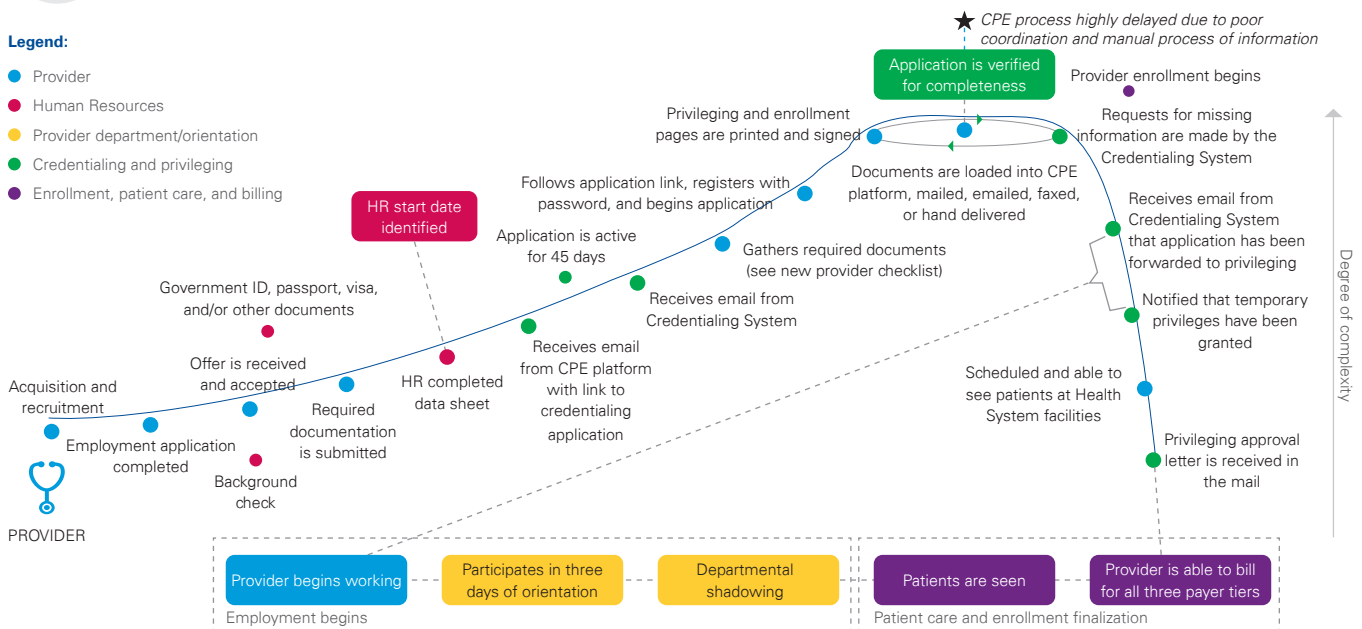
Chat and Virtual Agent can be deployed, either on a desktop dashboard or mobile phone app.

Our implementation approach demystifies the technology and highlights how it can support business strategy, based on leading practices. Rather than holding extensive workshops to determine requirements, decision-makers meet to agree on preconfigured processes, which can reduce development time by as much as 30 percent.

Insightful analytics measure success and identify opportunities to improve the process. The system is designed with you to support visibility into timing of activities, aligning cross-departmental dependencies and allowing for exceptions.

Long story short: KPMG Provider Onboarding and Credentialing capabilities and accelerators help you develop an efficient, transparent, and secure solution. Our approach and collateral can significantly decrease the time needed to complete the onboarding journey so providers can begin treating patients and billing, ultimately providing an opportunity to revenue.

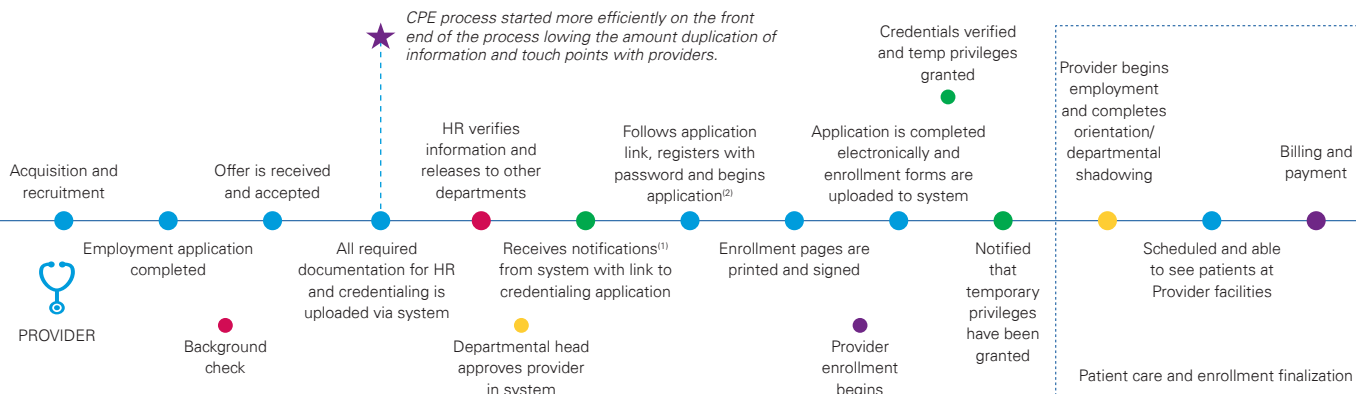
Long climb: Onboarding at many organizations becomes more complex with each step





What good looks like: KPMG Provider Onboarding and Credentialing flattens the curve

In an ideal onboarding journey, credentialing, and privileging occur in a streamlined, linear process, while enrollment begins immediately after receipt of signatures. The process should be completed prior to the employment start date to avoid delays in seeing patients and billing for services.



¹ Provider to receive differing forms of notification, including texts and emails

² Application is prepopulated as much as possible with information previously entered into system

Legend:

- Provider
- Human Resources
- Provider department/orientation
- Credentialing and privileging
- Enrollment, patient care, and billing

Why KPMG and ServiceNow?

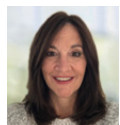
KPMG is a leading provider of cloud-enabled transformation solutions. Our healthcare advisory and ServiceNow teams collaborate on technology to address market challenges, provide in-depth industry perspectives, and implement leading technology. In addition, our integrated services include HR transformation consulting, HR technology, change management, and employee experience consulting.

KPMG was named ServiceNow's 2020 Industry Solutions Partner of the Year, and we are proud to work in an alliance to create capabilities critical to the healthcare industry. With more than 700 global ServiceNow professionals—both onshore and offshore—we put our industry knowledge, process, and technical experience to work to provide the appropriate solution for your business.

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