



CÚRAM PROVIDER MANAGEMENT™

Cúram Provider Management enables centralized management of providers and services to support effective, integrated service delivery across multiple agencies, programs, and partners.

Improving service delivery and client outcomes through effective management of providers and services are key transformation goals for social enterprises, including human services, workforce services, and social security agencies.

Organizations are crossing department, agency, and partner boundaries and advancing progressive strategies to:

- Enable multi-disciplinary teams and cross agency collaboration
- Expand community involvement and their partner ecosystem

- Monitor provider performance and compliance
- Improve service planning, delivery, and execution
- Ensure timely, accurate, and efficient payment processes

Agencies cannot be successful with fragmented, system silos that limit support to specific business processes, programs, providers, and services. A centralized approach which supports the entire lifecycle of client, agency, and provider interactions is required.

Cúram Provider Management improves the efficiency and visibility of services across government through the centralized management of providers. Service delivery is streamlined through simplified finding, matching, authorization and provisioning of services.



By simplifying the payment process and better control over spending, providers and agencies will realize more streamlined, cost-effective business operations.

This solution provides:

- A common repository of information for the provider community, including both internal and external providers and all available categories of services
- Enhanced caseworker access to services and oversight of the provider network to improve service planning effectiveness and support team-based decision making
- A configurable set of re-useable business services that support core provider management business processes covering all points of contact, from enrollment to service provisioning to payment

CÚRAM PROVIDER MANAGEMENT KEY FEATURES AND BENEFITS

Cúram Provider Management™ is designed to address a broad range of provider management challenges by leveraging a configurable set of reusable business services to manage the complete provider management lifecycle, resulting in an improved service delivery and sustainable outcomes for clients through:

- **Enterprise-wide Service Registry:** centralizes the organization of services within an agency to improve their visibility and ease of maintenance, enabling caseworkers to easily match providers to services, increasing their effectiveness to clients.
- **Agile Service Assignment Process:** simplifies the process of finding, matching, authorizing and allocating services to a provider.

- **Centralized Provider Information Management:** through a central repository of provider information, agencies can easily manage provider details.
- **Simplified Payment Processing:** enables an agency to link service provisioning to provider payment to ensure accurate and timely service provisioning, invoice processing, and provider payments while assisting in the detection of potentially fraudulent activities.
- **Provider Self-Service via External User Access:** expands access to the agency and lowers the cost of doing business for providers and agencies using a provider portal.
- **Management of Licensing Information:** informs workers about important license data that may be required for providers to deliver services, including the license status and its effective period, approved services, limitations on the service and renewal processes.
- **Contract Management:** provides the agency with critical information on how services are to be delivered, including: the covered services, conditions and restrictions, rates associated to the provider's services and the effective time period of the contract.
- **Assessments of Providers:** provide the agency with advanced capabilities to execute a thorough assessment, in order to evaluate and track the readiness of a provider to deliver the optimal services to meet their clients' needs.

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