

## USE CASE

# Acuity Provider Network Solutions

## Simplifying Occupational Health for Providers and Employers

According to the U.S. Office of Personnel Management, most Americans spend at least 30% of their time at work. And based on the Centers for Disease Control and Prevention's (CDC) workplace health model, conducting physical exams for workforce health and well-being is critical. Having access to workplace health solutions make it easy to stay compliant and keep employees safe, healthy, and productive.

### Challenge

Administering timely, cost-effective, and convenient occupational health services places a significant burden on employers, including:

- Meeting examination program demands, including scheduling, tracking, physician medical reviews, administering insurance and more.
- Identifying certified clinics within the employee's home of record.
- Completing candidate exams, vaccinations, and other medical services.
- Implementing consistent medical examination standards.
- Ensuring compliance with healthcare and patient privacy laws and regulations, including HIPAA.

Moreover, the consequences of self-performing medical exams include extended absences, delayed candidate onboarding, and increased productivity loss.

At the same time, doctors and providers lack relationships with businesses in their communities. This creates a missed opportunity for both providers and employers who could use their services. Additionally, providers and medical facilities frequently encounter frustrations related to administrative issues, like missing information or components necessary for candidate evaluations – adding to processing times.

Providers and employers need to find a more cost-effective, timely way to ensure access to trusted, quality occupational healthcare. Acuity Provider Network solution can help.

### Solution

For over 49 years, Acuity's network of 13,000+ providers has performed thousands of medical exams, physicals, and vaccinations for U.S. government and commercial clients at 11,000+ facilities.

The Acuity provider network team is a vital bridge connecting these providers and facilities to employers across all 50 states and U.S. territories, including limited international outreach.

### Summary

The Acuity Provider Network facilitates the connection between healthcare providers and employers, enabling them to offer essential employee medical examinations and support services. This collaboration is supported by dependable oversight, training, and assistance.

### Industry

Federal, state and local government

### Challenges

Self-performing workplace medical exams and other medical services is a challenge for employers. Healthcare providers can help, but they often lack visibility into business opportunities or the resources to handle the administrative workload.

### Solutions

Acuity provider network team addresses these challenges by:

- Connecting providers to employers in their communities in all 50 states and U.S. territories.
- Handling contracts and administration (including insurance claims), so providers can focus on what they do best.
- Streamlining provider onboarding, compliance, training, and support with online tools.
- Offering a full spectrum of disaster survivor support and rehabilitation services.

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Acuity's provider network program is a one-stop-shop for:

- Recruiting and nurturing occupational health and medical service providers.
- Coordinating contracts between employers and providers to ensure high-quality occupational health programs and medical exams are available – whenever and wherever they are needed.
- Training and guidance for providers and facilities, ensuring adherence to Acuity's quality standards and HIPAA compliance.

Our provider network benefits include:

- Seamless provider activation.
- Online provider portal with access to training, FAQs to aid with problem resolution, required documents, service agreements, and more.
- New and ongoing provider training and communications to ensure consistent examination standards and repeatable processes.
- New policies and procedures guidance.
- Regular performance assessments to ensure quality standards are met.
- Proactive support to address issues, such as missing exam components or paperwork, and drive resolution.

## New Provider Facility Recruiting Process



Contract prospective facility



Provider Services Agreement packet sent to facility



Contract terms & pricing negotiation



Approve/disapprove/counter contract terms & pricing



Finalize documents with facility



Onboard new facility and provide training



Facility available for exam assignment

## Join Our Provider Network

Acuity is one of the nation's largest and most experienced providers of workforce medical services. We partner with Fortune 1000 companies and the U.S. government to implement and manage cost-effective, customized medical programs for large and dispersed workforces.

Learn how you can [become an Acuity partner](#).



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