

Accelerating Access and Compliance for a Behavioral Health Crisis Center

Background

In 2025, a regional behavioral health crisis center was tasked with providing 24/7 stabilization, mobile response, and outpatient follow-up services. Rapid expansion and new federal guidelines demanded swift, compliant onboarding of psychiatrists, therapists, and peer specialists.

Challenge

- Credentialing bottlenecks threatened to delay new clinician onboarding by 90+ days.
- Manual processes risked errors, missed expirations, and potential revenue loss.
- The center needed to scale quickly while maintaining compliance with new parity and crisis care mandates.

Knack RCM's Impact



Automated Credentialing Platform

Centralized all provider data, automated primary source verification, and integrated with CAQH for seamless payor enrollment.



Proactive Compliance Management

Real-time notifications for expirables and renewals, keeping all credentials current and audit-ready.



Rapid Payor Enrollment

Reduced average enrollment time from over 90 days to under 30 days, enabling immediate billing and patient access.



Scalable Support

Supported a 40% staff expansion in six months, with zero credentialing-related service interruptions.

Results at a Glance

30
days

Average Enrollment Time

Reduced from over 90 days to under 30 days.



Credentialing Lapses per Year

Eliminated

40%

Staff Expansion Timeline

40% increase in 6 months

0

Audit Deficiencies






Reduced from "at risk" to zero

Traditional vs. Knack Credentialing: A SIDE-BY-SIDE LOOK

Traditional Credentialing:

- Manual tracking, prone to errors
- Delayed payor enrollment
- Risk of claim denials and lost revenue
- Limited visibility
- Fragmented CAQH management

Knack RCM Credentialing:

-  Automated reminders and real-time tracking
-  Accelerated onboarding and approvals
-  Proactive compliance and document updates
-  Transparent reporting and dashboards
-  Seamless CAQH integration and maintenance

Conclusion

Knack RCM's credentialing services are purpose-built for the demands and complexities of behavioral health in 2025. By combining proprietary automation, expert support, and proactive compliance management, Knack eliminates credentialing bottlenecks, safeguards revenue, and empowers organizations to focus on delivering exceptional care.

Partner with Knack RCM—so you can grow, comply, and serve your community with confidence.