

Dedicated to Innovative Technology and Customer Service

Challenge

As a rapidly growing online therapy company, Talkspace needed a robust solution to credential thousands of therapists as they scaled their network. Adhering to NCQA standards, Talkspace sought a solution that avoided the time and expense of building an in-house credentialing team. They needed a CVO that aligned with their innovative, tech-driven approach—delivering quick turnaround times on large volumes of provider files while minimizing manual work on their end.

“We were attracted to a company that has a very similar mindset to ours and are happy to be working with the Andros team. If you’re going to invest the time and effort to search for technology for credentialing, invest in a technology company using today’s technology. It’s made us stronger. Andros is the leader in this arena. No one is doing anything similar to what they’re doing.”

- Katie Yang, Director of Network Management, Talkspace

The Solution

Talkspace quickly recognized Andros as the leader in both technology and customer service. “We are well-supported by our dedicated client success manager,” said Katie from Talkspace. “We provide input, and the Andros team listens and integrates our suggestions into their product roadmap.”

Andros brings a tech-first approach to what is traditionally a manual, labor-intensive process. Of all the CVOs Talkspace considered, Andros stood out as the most user-friendly, providing unparalleled clarity throughout the credentialing process. The Andros solution enables Talkspace to credential therapists quickly and avoid costly mistakes.

While credentialing is often associated with bulky, outdated systems and turnaround times averaging 45 days, Andros uses innovative technology to streamline this cumbersome process, dramatically improving speed and efficiency.