

# Healthfirst Centralizes Provider Relationships with Icertis

Streamlined contract operations and enhanced visibility drive automation and efficiency.



## Contract Intelligence Objective

Enhance the clarity of contracts and streamline follow-up procedures throughout the organization.

## Solution Highlights

- 35000+ provider contracts are managed through Icertis
- 100% user adoption expected within 12 months
- 85% reduction in end-to-end SOW review time.

## Challenge

Healthfirst is a New York City-based health plan serving over 1.5 million members across Medicaid, Medicare, and commercial markets. As Healthfirst continued to expand, their contracting needs became more complex.

Managing a large volume of provider and vendor contracts required greater visibility, streamlined processes, and consistent compliance. The company needed a centralized system to handle diverse contract types while ensuring compliance with various regulatory requirements.

“Our contracts were all over the place,” explains Desha Dyett-Dennis, Product Owner at Healthfirst. “Contracts were on people’s desks and in their personal files. We never had a centralized location for them and didn’t know where we were in the process of approvals and execution.”

These challenges created risk and business delays that impeded Healthfirst’s growth.

## Solution

To address these challenges, Healthfirst implemented the Icertis platform.

Icertis provided Healthfirst with a centralized platform for its vendor and provider contracts. By integrating with existing systems like Workday, Icertis streamlined the end-to-end contract process, from creation to post-execution performance. The platform also improved version control and provided full visibility into the contracting lifecycle, ensuring that Healthfirst could manage provider and vendor contracts effectively.

“Having that visibility was a key benefit in selecting Icertis,” Dyett-Dennis says. “Whenever we need a contract, it’s a matter of a split second to go into the system and pull that contract for them versus digging into file cabinets and asking other team members, ‘have you seen this contract?’”

## Benefits

Since implementing Icertis, Healthfirst has seen significant improvements in both efficiency and contract management. The company has processed over 10,000 provider contracts and imported 30,000 more from its legacy systems, centralizing visibility.

By automating workflows and improving visibility, Healthfirst has reduced the time spent on contract review and redlining, freeing up resources for higher-value tasks. Additionally, the integration of Icertis with Healthfirst’s systems has streamlined processes for the procurement and legal teams.

With Icertis, Healthfirst is now better positioned to scale and support their expanding membership while maintaining compliance and operational efficiency.

**“Our executives have complete visibility into contract information in real-time. Whenever they need a contract, it’s a matter of a split second to go into the system and pull it.”**

**Desha Dyett-Dennis**

Product Owner at Healthfirst



Healthfirst is a nonprofit health insurance company providing managed care services to individuals and families in New York.

## About Icertis

Icertis is the global leader in AI-powered contract intelligence. The Icertis platform revolutionizes contract management, equipping customers with powerful insights and automation to grow revenue, control costs, mitigate risk, and ensure compliance - the pillars of business success. Today, 30% of the Fortune 100 trust Icertis to realize the full intent of millions of commercial agreements in 90+ countries.