

Case Study

How a National Telehealth Company Eliminated Credential Lapses

One platform replaced manual tracking across every state, saved 12+ hours per clinician, and brought the entire team into compliance.

IMPACT AT A GLANCE

12+

Admin hours saved per clinician

100%

Unknown CE requirements found and fulfilled

Zero

License lapses after implementation

THE CHALLENGE

Managing CE compliance across every state at scale.

One of the leading telehealth companies in the nation, our client provides online mental health and primary care services to Americans across the country. They credential clinicians in nearly every state and make consistent hiring changes every month.

That scale created a compounding compliance challenge. Continuing education and CE/CME requirements vary by state, credential type, and renewal cycle. With dozens of clinicians onboarding and renewing at any given time, tracking every requirement manually had become impossible and the gaps were starting to show.

WHAT WAS AT STAKE

Compliance lapses were already costing revenue.

Before engaging ACEA and CE App, an internal review uncovered a serious problem: the increasing complexity of CE requirements had caused license lapses across the team. Clinicians were practicing with credentials that had lapsed, not out of negligence, but because no system existed to catch expiries before they became violations.



The consequences were direct and measurable. Lapsed licenses meant clinicians could not legally practice in certain states, resulting in lost revenue. The credentialing system in use was not tracking all licenses, leaving unknown gaps in compliance coverage.

THE SOLUTION

A centralized, automated compliance system built for telehealth.

ACEA and CE App implemented a full-lifecycle compliance solution tailored to the client's credential types, state footprint, and hiring cadence. The process began with an initial compliance audit, verifying every license directly with state boards and mapping actual requirements against what the client's credentialing system had on file.

The results of that first analysis revealed more than expected. Not only were there lapses to address, but there were entire licenses the client did not know needed to be tracked. ACEA identified and remediated both.

CE App then integrated directly into the client's existing CRM, so new clinicians joining the platform had their compliance profiles automatically configured from day one. No manual entry. No duplicate data.

HOW IT WORKS

Automated. Proactive. Always current.

Initial Compliance Audit

Direct verification with state boards. Every credential, every requirement, every gap identified and documented.

CRM Integration

CE App connects to existing systems so new clinicians are compliance-ready from their first day on the platform.

Monthly Compliance Reports

Every staff member receives a monthly report on their license status automatically. Management gets the full team view.

Proactive Deadline Alerts

Automated reminders flag expiring credentials before they lapse. Teams act early, not after the fact.



THE RESULTS

Zero lapses. 12+ hours saved. Complete visibility.

With ACEA and CE App managing compliance end-to-end, the client moved from reactive to proactive. Key outcomes included:

- License lapses eliminated across the entire clinical team
- Previously unknown CE requirements identified and fulfilled
- 12+ hours of administrative time saved per clinician annually
- Management kept informed through automated monthly compliance reports
- Full CRM integration eliminated duplicate data entry for new hires

The organization now operates with confidence that every credential, in every state, is tracked and current without manual effort from compliance staff or clinicians.

About CE App

CE App is the only CE tracking platform built exclusively for continuing education. Trusted by 30,000+ professionals at Equip Health, Galileo, Mayo Clinic, Kaiser Permanente, Yale, and the U.S. Navy, CE App gives compliance leaders a single real-time view of every credential, every requirement, and every renewal deadline across their entire team.

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