

- » TIBCO Technology
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Case Study

Client



**A MAJOR HEALTH INSURANCE PROVIDER**

Client is the largest health care insurer in the Mid-Atlantic region, serving nearly 3 million members. Customers include more than 80 percent of all of the region's health care providers participating in one or more of its provider networks.

**CLIENT'S GOALS  
(Enterprise Transformation):**

- » Verify that every received claim or other HIPAA transaction was appropriately acknowledged, or that it met the required levels of service.
- » Efficiently track all entering EDI transactions and improve visibility into EDI operations.
- » Increase consistency, accuracy, and quality of processing claims.
- » Increase compliance with SLAs in claim adjudication and reduce fines and associated finance charges.
- » Increase claims processing productivity (shared through inter-departmental work-baskets).
- » Achieve real-time and dynamic reporting for detailed visibility into Operations Management control and work distribution.
- » Optimize resource utilization and reduce idle work time of workforce involved in claim

**UltimoSoft Solution:**

- Developed B2B solution (utilizing TIBCO BusinessConnect, TIBCO BusinessWorks and TIBCO Adapters and Edifecs products). Achieved complete integration with clearing houses, billing agents with insurance companies or payers, and exchanges of EDI-HIPAA documents relating to:
  - Institutional, Professional, and Dental claims
  - Remittance advice documents
  - Eligibility and Benefits
  - Claims Status inquiry
- Evolved a BAM solution for reporting:
  - Exceptional claims – exceeding dollar amounts
  - Fraud or Exceptional Claims – mismatching dollar amounts for a given service line or illness
- Set up Error-handling processes for:
  - Error Trending – Providers with highest percentage of errors
  - Error Trending per Provider – Top-Ten Errors per Provider
- Developed Report-generation services:
  - Daily Acceptance Reports listing Accepted and Rejected Claims
  - Reconciliation reports
- Developed Workflow solution for claim-adjudication process