

Case Studies

Healthcare Solutions

Healthcare Solution for Billing Integration

Overview:

The healthcare industry is likely the most heavily regulated industry in the United States. United States is one of the few leading nations in this industry to spend the highest percentage of health care costs on pharmaceuticals in the world.

However, the other side of the coin also depicts that there are many medium size healthcare institutes that are facing problems in overhauling their current IT system from the software side. HIPAA (Health Insurance Portability and Accountability Act) is one such act that was enacted by U.S.Congress in the year 1996 to establish national standards for electronic health care transactions and national identifiers for providers, health plans, and employers.

It addresses the security and privacy of health data. As the industry adopts these standards for the efficiency and effectiveness of the nation's health care system, it will further improve the use of electronic data interchange.

Client:

In this case, our client was medium size healthcare firm and was involved in providing managed care to a large number of customers in the north-east region. The client wanted to have a healthcare solution related to billing integration with insurance companies.

Our Challenges:

Some of the complexities encountered during implementing this dynamic billing solution were as follow:

- Quality Assurance
- Co-ordination with our client's team
- Difficult internal processes
- Non IT clients (typical healthcare staff)
- Tighter Healthcare Compliance

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Our Approach:

Our focus was on capturing some of the newer business processes in the software, and migrating existing application to the new platform. Though the first generation application used by our client captured 100% of the businesses in the early 90's, but it was written in core java with oracle as backend.

Through out the project our approach was on developing integration points while ensuring compliance, security and quality of the whole system. The need, therefore, was to understand the technical as well as healthcare terminologies, and provide seamless flow of data and information via our tools.

Our Role:

Our engagement model in this entire project was onsite/offsite model. We initially prepared the document, which highlighted the various tasks to be implemented. Our team comprised of project manager, account manager, architects, team leaders, developers and quality engineers. We worked closely with the in-house project sponsors that consisted of project managers and healthcare experts.

Healthcare billing problems to be solved were generated and development of proper system were drawn up and successfully implemented. We adopted our global delivery model by using the best combination of resources from our global pool of engineers. Moreover, we are also working as sub contractor with another multi-million dollar IT company in this large project.

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