

Case Study: IBM Portal Solution Streamlines Claims

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Pacific Coast Information Systems Ltd. (PCIS) provides intranet portal design, development and deployment to support and evolve business operations. We utilize best-in-class and proven enterprise platforms, such as IBM® WebSphere to ensure enterprises continue to run smoothly with minimal risk.

Client situation – Need to improve services for staff, health care providers and injured workers

The client insurer needed to significantly improve the efficiencies for referring injured workers to the most appropriate health care provider for treatment. The key metric was to ensure that injured workers received proper treatment of care so that they can be productive quickly. The insurer made 30,000 to 35,000 referrals every year, a volume that strained their manual processes. This resulted in delays that affected health care providers, case management teams and injured workers.

To streamline claims, the insurer needed to reduce manual handling of referrals, invoices and reports, while speeding up services and enhancing the security of confidential claims information, improving data accuracy and reducing their environmental footprint.

PCIS approach – Strategic planning and facilitation to meet multiple stakeholder needs

PCIS worked with the lead solution partner to create a Provider Portal utilizing the IBM WebSphere Portal platform, as the client insurer needed a reliable, stable and supported platform that is scalable, secure and could integrate with its existing claims management system.

PCIS and the lead solution partner have depth of understanding to facilitate portal solution success by understanding the key business objectives for key stakeholders; in this case, the insurer, health care providers and injured workers. This led to building a Provider Portal that enabled the referral time for claimants to health care providers to be reduced from several days to hours or even less than an hour.

The Provider Portal is the first solution where a third-party organization has integrated with the provincial government's federated identity service. Using this service allows for delegation of user management, such as registration and password management, to a trusted third party. The federated identity service verifies the identity of the person during the registration process as assurance to the insurer.

It is mandatory for health care providers to be registered with a federated identity for the Provider Portal. This enables the system to identify the user securely and efficiently facilitate information exchange between the health care provider and the insurer, while streamlining operations for both parties.

The captured data between the health care providers and the insurer becomes part of the document management system for effective claims handling:

- Injured workers personal information
- Provider contact information
- Claim owner contact information
- Claim details
- Worker information
- Injury information includes the mechanism of the injury, eligibility status, effective date and other relevant information to help the health care provider effectively treat the injured worker
- Summary and history of claim

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CLIENT TESTIMONIALS

"The PCIS team is an instrumental partner. Relying on their expertise for business analysis, design, development, project management and support services, we delivered a high-valued B2B IBM WebSphere Portal that serves the needs of multiple stakeholders in the insurance and health sectors. We look forward to building a deeper relationship with PCIS"
Dan, Senior Director – Solutions Consulting Enterprise Healthcare Solutions

"PCIS has been a trusted advisor for IBM enterprise solutions since 1995. This expertise was critical for stabilizing and upgrading our web infrastructure. The PCIS team also provided ongoing operations support and new development for our e-commerce site."
Brad, Web Manager – E-Commerce Site

"PCIS provides strategic planning and development for Lotus Domino, ensuring greatly improved uptime for our critical business systems and applications. The team also provides the expertise to strengthen our operations by helping us to better forecast our costs and assign priorities."
Rob, VP of Information Technology – Education

The captured data feeds into and is integrated into the main claims management system that provides information for injured workers, employers and insurance staff on claim details, including correspondence, claim decisions, payment information and return-to-work dates.

IBM Technologies utilized in the Provider Portal

The PCIS team worked with the following IBM technologies for the Provider Portal:

- IBM WebSphere Portal Server – The front-end portlet container and application server to run user-interface and business logic in a scalable, secure manner.
- IBM WebSphere Application Server Network Deployment – To enable WebSphere Portal clustering for high-availability and load-balancing for the Provider Portal.
- IBM DB2 – To enable storing of application data on a highly scalable and robust database engine.
- IBM HTTP Server – To support load balancing in the IBM WebSphere Portal cluster.
- IBM Tivoli Federated Identity Manager – To enable federated authentication between the Provider Portal and Identity Provider.

Client results – Intelligent solutions to deliver improved operational efficiencies

The Provider Portal helps the insurer to streamline and reduce their claims operational costs:

- Case management teams no longer have to create a referral after entitling it as the Provider Portal automatically entitles the referral. Over time, case managers will also experience earlier access to treatment reports and fewer phone inquiries from providers about claims status.
- Payment staff benefit as providers now transmit their invoices electronically and can query the status of payments online, which means fewer phone inquiries for payment officers. The portal's built-in validation functionality also ensures more accurate invoices.
- Registration staff work load is reduced and the need for temporary positions will gradually decrease. A smaller team will remain to handle complex referrals and exception tasks.

The Provider Portal ultimately benefits health care providers, injured workers and premium payers:

- Health care providers – The portal is open for business 24/7, providing online referral, invoicing, and reporting functionalities. Automation of referrals will improve the distribution of work among providers while ensuring the injured workers' travel is minimized. Providers are able to receive efficient referrals to treat injured workers, submit clinical reporting electronically, submit and review invoices electronically and run payment queries.
- Injured workers – Reducing the time from entitlement to referral from an average of one or two days to a matter of hours means injured workers receive the services they require to return to a productive life sooner. The earlier an injured worker receives treatment, the earlier their return-to-work.
- Premium payers – Substantially reducing manual handling of referrals and improving the insurer's operational efficiencies will help contain costs and insurance premiums, especially as more provider programs will be added to the portal.

Our vision is to make your business more efficient and profitable

PCIS has been a trusted IBM® partner since 1995 for enterprise solutions. More recently, it has developed solid partnerships with Microsoft®, BlackBerry®, Bell® and TELUS®. By focusing on your business requirements first, rather than rely on technology first, we provide innovative IT consulting solutions to make your business stronger. More information can be found at www.pcis.com.