

Application Development & Maintenance: Automated Decision Support Systems

The Challenge

The client's existing decision support system was automated but unable to accommodate its growing network of customers. The data-loading process had become too time-consuming, leading to high turnaround times for requested authorizations and subsequent delays in providing analytics reports to health plans.

Our Approach

We re-engineered the current system so that the process was more efficient and cost-effective. After performing a detailed root-cause analysis of the existing process and system, the emids team identified several key bottlenecks: a poorly designed request acquisition mechanism, the lack of a self-service Web interface and no structured QA process.

Over a defined timeline, the team developed an automated decision support system for the client. The new system provided both self-service interfaces and fax automation interfaces, allowing the client to handle digital, paper and fax-based intake requests. The team also developed a data-driven universal claims model with quality checks on SSRs, and set up a dedicated QA team to handle process and tool selection, and system automation. In addition, the team developed a financial management reporting tool to track per member per month cost.

Value Addition for the Customer

- Pre-authorization process time was reduced to four to six days, a gain of over 45 percent.
- The new system could handle up to 14,000 cases per month.
- QA automation, using the Oracle Functional Test suite, automated 90 percent of test scripts.
- Additional 5010/ICD-10 compliance consulting was provided.
- Additional recommendations for bringing the data management process under ACO requirements were provided

Tech Enabler Capability

Application Development and Maintenance

Customer Profile

A cost-management services company providing radiology authorization services to health plans, facility networks and health plan members

Services and Solutions Rendered

Development of an automated decision support system