Network Management: Contract Management Systems

The Challenge

The client's existing contract management product needed an overhaul due to design inefficiencies, limited workflow components, limited developmental support and an inability to provide comprehensive views or reports of the claims (837) or remittance reports (835). The existing product also required some transactions to be imported manually.

Our Approach

We partnered with the client to independently own and overhaul the product line so that the client could focus its limited bandwidth on other products in its portfolio.

An emids team started this partnership with a six-week workshop with the client. During this time, a functional expert and an architect analyzed the existing system to identify the core requirements for a new contract management system. They followed this analysis with a detailed execution plan, adopting the emids Global Delivery Model (the Delivery Assurance Framework) to ensure governance, best practices and adherence to regulatory requirements.

The team phased in an upgraded version of the contract management system that eventually enabled users to view claims, adjudicate against contract terms and record estimated amounts, all within the system. The team also automated the process of importing 837/835 transactions in the new application and updated the system's workflow so that it could identify between claims adjudicated and claims remitted.

Value Addition for the Customer

- Seamlessly integrated the new contract management system with the client's claims and analytics suite, adding a new differentiator over competition
- Allowed for forecasting using the knowledge of previous remittance patterns
- Completed the first phase of product development—which included 61 features—in four months

Payer Capability
Network Management

Customer Profile
An independent health care technology company specializing in claims management, EDI platforms and advanced payer analytics

Services and Solutions Rendered
Development of an automated contract management system

emids
experience partnership.

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