

Realizing efficiency savings while meeting compliance requirements

Maryland State Department of Health and Mental Hygiene (DHMH)

Challenge

The State of Maryland faced the challenge to comply with complex HIPAA transaction regulations to accept healthcare claims in an EDI format for a few of its DHMH programs. The challenge was compounded by the requirement to fit the diverse processing and claims adjudication needs unique to each of the program groups. The new system was required to communicate with partners outside of the State Enterprise boundaries electronically, as well as connect with the State's internal legacy system such as the Financial Management Information System (FMIS) and the Medical Management Information System (MMIS) without disruption to these systems or reinventing logic which has been maintained for over 20 years.

Solution

Santéon developed an Electronic Claims Management System (eCMS) application using its Business Process Management (BPM) platform to support the State Program needs. The solution included the following:

- System for receiving HIPAA compliant electronic transactions and then validating, routing and distributing them to each department
- Fully integrated and automated end-to-end Claims Management System that interfaces with the systems outside the department, as well as legacy systems for claims adjudication preserving some of the legacy rules while modernizing dynamic sections of the rule for easier maintenance
- Custom process for each of the program groups that ranges from full automation to partial automation, based on each departments needs
- Intelligent forms for personnel to interact with claims (review, edit and modify claims; view and add notes or attachments; generate and modify letters and responses; and oversee the process)
- Web based Portal application for the State to accept claims online from Providers and perform claims editing and validation in a user friendly setting
- Web based Portal application for providers to gain insight into their claims, payments, eligibility and audit trail

Impact

The Santéon BPM Platform helped the Maryland DHMH program not only comply with the required HIPAA government regulations, but achieve significant improvements in their claims adjudication they had not even imagined when starting the project. The new claims processing system impacted the operation of the program groups in several significant ways including:

- Significant savings in claims payments by always applying the latest adjudication rules without delay, as well as reducing fraud
- Standardize the claims adjudication process, eliminating claims processing errors and inconsistencies while reducing fraud
- Reduced, and in one case eliminated, the manual claims adjudication process, saving personnel level of effort
- Streamlined the claims data entry process and overhead costs by proving several claims acceptance mechanisms
- Significantly reduced the time consuming process of interacting with and responding to Provider inquiries related to claims status and payment
- Increased customer satisfaction and responsiveness
- Improved the State's internal audit, financial and legal requirements as well as the Federal HIPAA mandated regulation

About Santéon

Santéon is a technology company that solves complex business process, compliance and integration challenges from both a system integration and a human process perspective.

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