

HARMONY CASE STUDY HEALTHCARE INSURANCE

Bring your integration experience to the business user.

At a glance

A leading healthcare insurance company managing millions of claims annually. The company provides coverage for hospitals, clinics, and individual policyholders, requiring an efficient and compliant system for claims processing and provider data exchange.

SOLUTIONS



Electronic Data Interchange



Professional Service



Common Architecture Framework



Customized Solutions

CHALLENGES

- **Inefficient Claims Processing:** The company faced delays and errors in handling high volumes of claims, leading to increased administrative costs and customer dissatisfaction.
- **Regulatory Compliance Risks:** Ensuring adherence to HIPAA, ANSI X12, and other regulatory standards was a significant challenge.
- **Tracking CMS/Government-Funded Claims:** The company needed a more efficient way to track claims funded by CMS and government programs while ensuring SLAs were met and notifications were properly managed between different parties.
- **Interoperability with Healthcare Providers:** Integration issues with hospitals, clinics, and third-party administrators slowed down transactions.

BENEFITS

- **Automated Claims Adjudication:** Harmony EDI enabled real-time claims validation and processing, reducing turnaround times.
- **Regulatory Compliance Assurance:** The solution ensured seamless adherence to healthcare industry standards, minimizing compliance risks.
- **Embedded Rules Intelligence:** The system provided rule-based notifications and alerts, ensuring customized messages were sent through various channels. Advanced pre-edit business rules intelligently directed transactions, guaranteeing precision and efficiency at every phase.
- **Seamless Provider Integration:** Harmony EDI facilitated smooth data exchange with healthcare providers, enhancing transparency and operational efficiency.
- **End-to-End Transaction Traceability:** The solution offered full transaction tracking, allowing business users to review transactions in the context of business objects and processing pipelines.
- **Partner Management:** Comprehensive partner management included EDI envelopes, SNIP level compliance, and logistics for receiving and delivering payloads.
- **Custom Dashboards:** The system offered extended dashboards with enhanced functionalities tailored to meet specific user needs.



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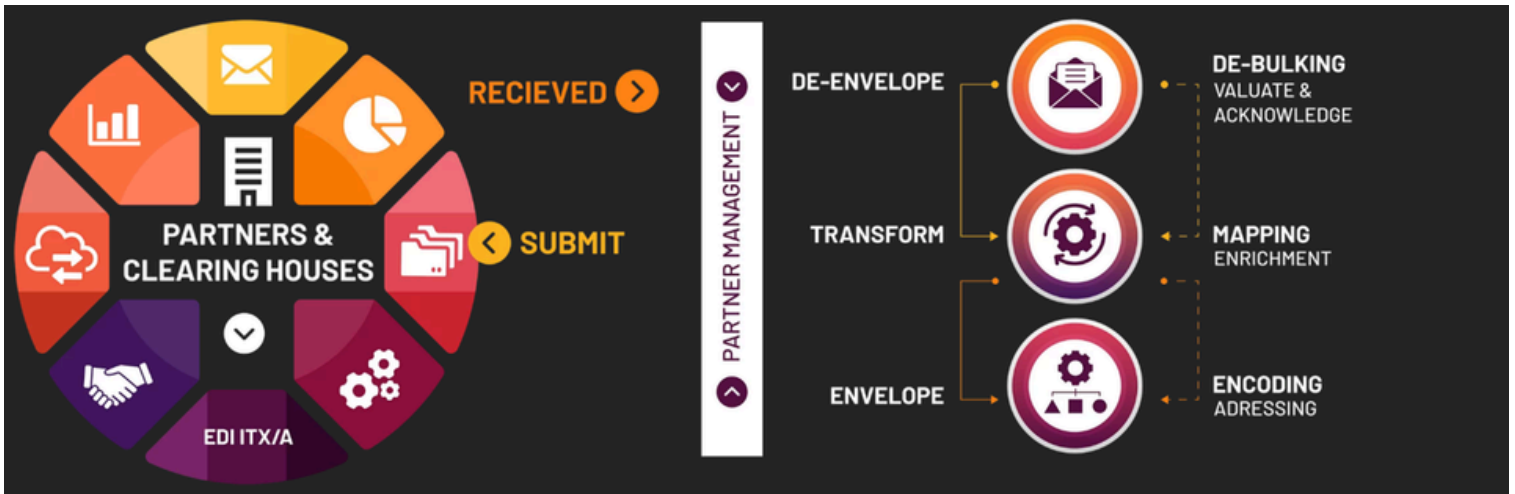


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BENEFITS

- **Harmony De-envelope Service:** The service allowed for inbound envelope definitions that associated incoming EDI data with partners, performed optional validation and duplicate checking, and facilitated data transformation.
- **Harmony Transform Services:** Data transformation processes converted incoming electronic data to appropriate formats for the organizational system, leveraging ITX/A data maps.
- **Harmony Enveloper Service:** The outbound envelope service processed outgoing data, assigned control numbers, and ensured data validation, allowing valid transactions to be handled differently from those containing errors.



RESULTS

- **Reduction in Claims Processing Time:** Automation significantly cut down the time required to process claims.
- **Improved Tracking of CMS/Government-Funded Claims:** Enhanced tracking and automated notifications ensured compliance with SLAs and regulatory requirements.
- **Improved Customer Satisfaction:** Faster claim approvals and increased transparency led to better policyholder experiences.

CONCLUSION

- By implementing Harmony EDI, the healthcare insurance company transformed its claims management process, ensuring efficiency, compliance, and cost savings.
- The solution streamlined transactions, enhanced tracking of government-funded claims, and positioned the company for future growth in a competitive insurance market.

ABOUT MQATTACH

- MQAttach specializes in cutting-edge EDI and integration solutions, empowering healthcare insurance companies to optimize claims processing, enhance compliance, and drive operational efficiency. Learn more about Harmony EDI at www.mqattach.com.