

Case Study:**HIPAA compliant EDI transactions****Overview**

Our client, one of the largest healthcare solution provider in the world teamed up with ESSPL, having rich domain expertise in developing customized and integrated solutions in healthcare domain to come up with a software solution to manage healthcare industry dynamics in an efficient manner. Our expertise in understanding the nature and dynamics of a healthcare business setup along with it's exposure to international healthcare scenario, helped develop sophisticated and customized solutions for the client in the areas of keeping a detailed list about patients.

Teaming up with ESSPL allowed healthcare solution provider to offer a comprehensive web based solution suite to handle HIPAA compliant EDI transactions as a turn-key solution in the market.

Client

A leading provider of software solutions to healthcare industry with an emphasis on HIPAA compliance.

Details

Client has established itself as leader in healthcare industry oriented software solutions that evolved out of the need for Digital Healthcare Management and Electronic Data Interchange among various healthcare entities. Their proprietary methodologies allow them to offer unparalleled services to their clients including comprehensive products and services addressing every aspect of HIPAA compliance. The client is a spin-off of a leading U.S. based software development and consulting services company that utilizes offshore development capabilities to provide cost-effective solutions.

Project Scope

Key features of the project are

- Solution encompassing all health care administrative and financial transactions.
- Capturing, processing and securely transmitting information for the following HIPAA compliant healthcare transactions: enrollment, eligibility status inquiry and response, premium payment, claims submission (professional, dental, and institutional), claim status inquiry and response, referrals, authorizations, certifications, claim attachments, and claims payment (ERA and EFT).
- Employ user authentication, data encryption, secure data transmission and digital signature technologies in order to insure the integrity of all transactions.
- Develop on a state-of-the-art open and flexible platform which allows it to easily interface and integrate with existing third party or proprietary applications and allow capturing and populating transaction information into any type of database.
- Ability to parse data formatted in either XML/JO, create EDI, including customizable XML/JO from EDI and interact with MQ Series through JMS.

Technology

XML, JO, EDI, MQ Series, JMS

Time Period

1999-2001

Methodology

This project follows the development SDLC using spiral model for software development. Team was involved from requirements stage till implementation and warranty support. The engagement was based on T&M (Time and Material) model. This was the most appropriate approach considering that the requirements were evolving at this stage and the client wanted flexibility in terms of resource utilization linked payment approach. ESS worked with its onsite partner for US clients – Youngsoft Inc. – to provide the requisite onsite support to the client for the project.

Value-Add to Client

Reduction in Time to Market:

With ESSPL's GDM (Global Delivery Model), client benefits from having the advantage of 2 work-days in a 24 hour period. This allows projects to be planned with more aggressive schedules, thereby addressing the most critical success factor for product releases – Time to Market.

Lower Cost of Ownership of Products:

The software development activity is carried out mostly offshore in India. This model not only lowers the overall price quoted to the client for the entire project, it also reduces the level of variance for incremental work owing to Change Requests as staffing is managed offshore.

Reduced Overhead:

Since project management and resource management is taken care of by ESSPL, it significantly reduces the internal overheads for the client which are typically related to adding dedicated development teams for new product launches.

De-risking:

ESSPL acts as a long-term partner who understands client's short-term and long-term business plans. By utilizing ESSPL's offshore services for development, the client is assured of the service levels for maintenance of the application in the long run, as part of the development team is typically extended to manage the subsequent maintenance and support activities.

Domain Expertise:

ESSPL has already done extensive projects in healthcare domain, with adequate exposure to HIPAA compliance requirements. From a long-term offshore partnership point of view, it is a great value-add to get domain expertise as part of the service offering, which ensures that the requirement phase is well managed to ensure minimal gap from end user's view.

Value-Add to ESSPL

Business Knowledge of web-based ASP model:

This project was an initial venture by ESS in the ASP model based service offering. With this project, the business knowledge related to such turn-key solutions is strengthened in ESS which allows us to take up other projects of such type with greater confidence.

Strengthening relationship with Onsite Services Partner:

As part of ESSPL's T&M (Time and Material) model, the project team was supported by onsite resources supplied and managed by ESSPL's partner for onsite services in USA. This project allowed the relationship to mature thus allowing increased scope of partnership in future assignments with other clients.

Client Feedback

This solution is being utilized by physician offices, hospitals, health plans, medical billing companies and third party administrators (TPAs).

Contact

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About ESSPL:

We at ESSPL offer a collaborative approach to software solutions, which helps its customers in building the solution that really fits their need. In every engagement, we bring in the years of our expertise to make sure that it is completed within the business guidelines. The success of ESSPL is measured by high degree of customer satisfaction and is well reflected in extremely high number of referrals from all its existing customers.

One of the key aspects of building right solution is selecting the right technical platform. We let "Technology Selection" driven by your business needs, rather than anything else. And this is what our solution delivery team keeps as highest priority while working for you in every steps of solution building.

To know more about the company and the solution it provides, please feel free to visit www.esspl.com

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