

## Healthcare Application Suite

### Client Profile

Client is a health care company offering comprehensive individual health care coverage to Medicare members, Medicaid participants, individual commercial beneficiaries and Long Term Care Diversion eligible.

### Business Need

In order to deliver and maintain the technology infrastructure and services that enables business to be competitive in the market and respond quickly to business changes and opportunities, Client upgrades its technology infrastructure with time.

In July 2004, client had implemented HealthTrio xpress(TM) as its core administrative system. In addition, they also implemented HealthTrio connect(TM) that provides comprehensive online services to providers, members, employers and brokers.

Over the years HealthTrio xpress helps client enables the health plan to perform all core business functions, including membership enrollment, premium billing, claims adjudication, contract management, and referral and authorization processing. However, client was looking to develop custom applications around its core administrative system. These applications would cater the needs of individual business functions and helps in communication effective, instant availability of critical business information, aid the decision-making process, and achieve a higher quality of patient care.

Thus, the client was looking for IT services vendor who could help them in executing their business application rapidly by working closely with their IT team.

### Solution

Client and Gateway have been working together for more than a year now and team Gateway has executed various projects successfully.

Whenever a new business requirement received from the client, Gateway team did the feasibility study and provided detailed project plan along with execution roadmap to client to mitigate risk associated to a project.

Following are the highlights of the projects executed.

#### Commission Calculation Project

Client gives commission to member agencies for the registered members. Gateway's work was to fetch member data from various systems and calculate the commission based on the specific rules. Commission is calculated for each member based on some rules. Commission rate is divided into different categories like commission, residual, plan change, chargeback and retro.

#### Patient Management System (PMS)

The application maintains the Health Insurance member's admission history. It is linked with two databases.

Member information and current admission details are fetched from db1 and inserted into db2. User of this application can update the current status and other information like discharge, notes, etc. of the member and save the complete information into the db2. However, only 5 data field values will be updated into the db1, they are Notes, Discharge Date, Discharge Status, and Discharge Diagnostic Code & Attending Doctor.

Hospital/SNF Tracking   Configuration   Download   Logout      User: admin

Hospital Tracking List

**Search Panel**

Current Admitted Members    Discharged Members  
 Network:       Hospital:    
 Service Place:       Group:    
 Service Type:       Provider:    
 Line Of Business:        Display Future Admissions     

**Patients Information**

Note: Columns Discharge Data, Discharge To & Notes are updatable to Health Trio

Drag a column header here to group by that column

Netwo...	Hospital	MemberID	Patient Name	LOB	RM#	ATT_Provider	Admit	Notes	Di

Screenshot Illustrate Patient Management System Interface

These fields will be updated to db2 based on the rights given to the logged in user.

The application also provides user management. New users can be created, specific rights of view, edit, add can be given to the user, rights to update the 5 fields can be given to user in Field Configuration page and Network, Group and provider access permissions can also be assigned to the user in User Link module.

**Excel-Access Utility**

Gateway Team has divided the data received from excels and stored it into different tables in MS-access db related to broker and agency.

Case Study

