EDIFECS®

TRIPLE-S SALUD
BlueCross BlueShield of Puerto Rico

Solution Brief

BCBS Puerto Rico / Triple-S Salud, Inc

"Like most health plans, we face multiple government mandates, service level thresholds and cost containment pressures. Edifecs was a natural choice for us to not only solve near-term challenges such as HIPAA 5010 compliance and low first-pass rates, but also provide a superior solution for longer-term needs like streamlining membership and benefits administration and enhancing end to-end visibility and reporting. With Edifecs, we have a partner that knows our business and provides the technology to support it."

- **Cesar Rubert Colon**, Vice President and CIO

Customer Background

Company Background

- Largest health insurance company in Puerto Rico with 1.2 million members
- First company to offer a health plan with an open access network
- Subsidiary of Triple-S Management Corp

Business Challenges

- Impending compliance deadlines from Blue Exchange and CMS, including HIPAA 5010
- Complex membership and benefits administration processing due to variety of enrollment formats (Hewitt, Fidelity, etc.)

Technical Challenges

- Need for a stop-gap remediation solution to support HIPAA 4010 and 5010 for back-end adjudication system
- Need for high first-pass rates and reporting capabilities to meet Service-level Agreements

Edifecs Solution

Pre-Implementation Goals

- Provide short-term dual-mode 5010 processing while driving long-term ROI cycle for phased modernization
- Automate and expedite trading partner migration to HIPAA 5010
- Simplify membership enrollments process
- Leverage current investments in EDI technologies

Products Used

- Edifecs5010 Solution
- Edifecs Unified Channel Solution

Key Outcome

Expected Results

- Achievement of Blue Exchange standards for processing transactions within 20-seconds
- HIPAA 5010 compliant processing of incoming and outgoing transactions
- Simplified membership and benefits administration
- End to end visibility into and reporting for critical business processes

About Edifecs

An industry leader since 1996, Edifecs provides healthcare software solutions that improve operational performance by streamlining the exchange of information between health plans, hospitals, and other healthcare organizations, while enabling compliance with current mandates such as HIPAA 5010 and ICD-10. Today, more than 250 healthcare customers use Edifecs technology to unify transactions from any information channel source and input mechanism, while automating manual business processes such as enrollment, claims and payments management.

Edifecs is headquartered in Bellevue, WA. For more information, please visit www.edifecs.com.