

Transaction Management

Unlock data to drive value

Introduction

Every day, healthcare generates more and more digitized data. This data must be collected and archived to comply with HIPAA regulations. For many health plans and providers, the amount of data is staggering—terabytes and terabytes.

Health care customer service and IT analysts are asked detailed questions about members, patients and the clinical/claims data exchanged to manage care and reimbursement. Managing the macro and micro aspects of all this data is what sets Edifecs Transaction Management apart. Our product unlocks data to reduce operation costs and improve service. By correlating data exchange and conversations to partners, IT and provider connectivity teams can monitor events and take action when abnormal volumes and data issues arise. By building member and family journals, claims examiners and medical management personnel can research claims rejections and medical necessity to enable better care coordination. Edifecs Transaction Management unlocks the ability to control data at your door.

Product Highlights

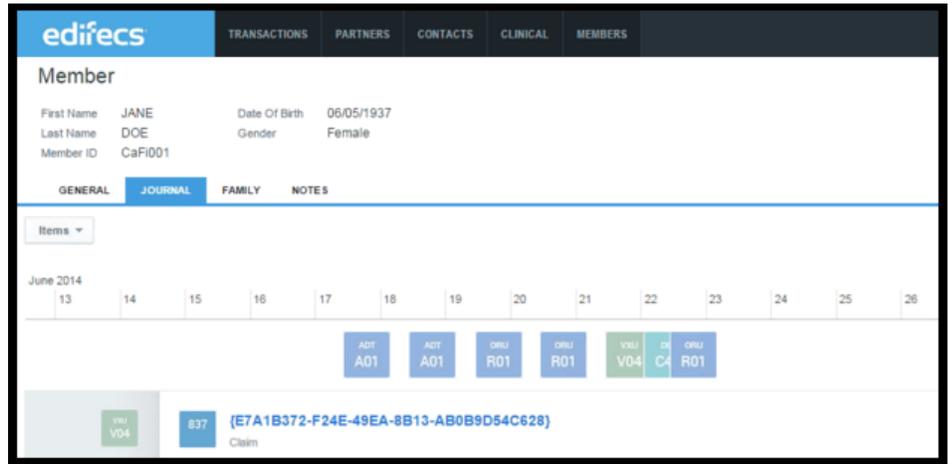
- Significantly decreases costs associated with managing partners when programs change, such as codesets and guidelines
- Reduces support calls and response times with self-service access for staff and partners
- Increases automation rates and compliance with monitoring and integrated transaction corrections
- Creates a searchable, correlated, HIPAA-compliant record of current and archived transactions
- Integrates views of a member's clinical data and claims, enabling improved clinical documentation reviews and adjudication

Capabilities

With Edifecs Transaction Management, you can correlate clinical and administrative data, provide Real-Time visibility into transactions, and enable self-service functionality to business and technical teams.

- Creates a transaction repository to track the lifecycle of every conversation, including archives
- Monitors transaction processing to identify patterns and trends by transaction type, partner, etc.
- Identifies and tracks processing exceptions, then provides process controls to manage and correct
- Delivers searchable sets of all member and dependent transactions with longitudinal views

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Benefits

Improves efficiency of business processes and IT operations

Monitors performance against internal and external SLAs

Improves claims first- pass rates and enrollment processing

Reduces the cost to serve and improve customer service

Supporting Features

- Configures automated alerts to trigger when processing exceptions occur
- Configures workflow and escalations to correct transactions before transmission
- Provides business-friendly views which can be consumed by non-EDI staff
- Supports performance management by reporting partner and channel activity trends compared to norms
- Accesses archived data quickly and easily to support discovery, claim adjudication and audit
- Tracks SLAs such as turnaround times on claims and requests
- Alerts when SLA-related exceptions occur such as excessive time or timeouts
- Reports by partner and transaction type to identify trends
- Runs balancing reports to ensure data received equals data processed
- Proactively evaluates new batches against expected norms
- Determines the root cause of claim rejections
- Takes action to correct transactions and increase automation rates
- Reports key metrics such as errors by type and partner
- Taps powerful search functionality to find all related items, reducing the need for service experts
- Organizes all transactions around members and families
- Uses a timeline view to visually explore data associated with episodes of care and claims
- Utilizes rich filters to organize results based on information need, time and type of data
- Leverages granular role-based control to secure transactions and views



Edifecs Inc. is a global healthcare software company committed to improving outcomes, reducing costs, and elevating value of healthcare for everyone. Edifecs delivers the industry's premier IT partnership platform to providers, insurers, pharmacy benefit management companies, and other trading partners. By mobilizing its leading solutions at the front end of the healthcare information pipeline, Edifecs provides a unified platform for partners to flexibly pilot and scale new initiatives using their existing enterprise system. Since 1996, hundreds of healthcare customers have relied on Edifecs partnership solutions to future-proof their leading initiatives in the midst of a dynamic healthcare landscape. Edifecs is based in Bellevue, WA, with operations internationally. Learn more about us at edifecs.com.