

DATA SHEET

Gain deep insight into the end-to-end healthcare transaction lifecycle

As soon as a transaction is received by a healthcare organization it begins a complex journey, spanning multiple systems, through which it is acknowledged, processed, and modified at several points in its lifecycle – often with limited or no visibility by operations staff. Healthcare organizations that lack visibility into their transaction lifecycles will spend unnecessary time, resources and expense processing transactions and supporting partners.

Edifecs Transaction Management (TM) provides a secure end-to-end view of the healthcare transaction lifecycle (see Figure 1) to internal users and trading partners to enable better business decision-making, monitor performance against internal as well as external SLAs, enhance claims first-pass rates, and improve customer satisfaction.

WHY EDIFECs TRANSACTION MANAGEMENT?

- Supports the unique needs of the healthcare market by leveraging pre-built templates for common transaction processing scenarios
- Leverages commercial off-the-shelf components that lower costs to implement and maintain IT infrastructure
- Is a market-proven solution used by a majority of the nation's Blue plans and major commercial insurance plans

Capabilities

WITH EDIFECs TRANSACTION MANAGEMENT, OPERATIONS AND CUSTOMER SUPPORT STAFF CAN:

- | | |
|---|--|
| <ul style="list-style-type: none">▪ Configure trading partner transaction processing by defining partners within the community; transactions supported and partner-specific processing rules. Support and manage large partner communities with shared master agreements and Ramp Management add-on for partner self-testing.▪ Analyze Service-Level Agreements (SLAs) and troubleshoot deviations using visual dashboards and reports▪ Search and manage a variety of file formats including HIPAA, NCPDP and proprietary file formats. View HIPAA transactions in business-friendly view or in a paper-based format | <ul style="list-style-type: none">▪ Secure transaction access by departments or transaction types through granular role-based access control▪ Audit transaction lifecycle activity using archived original file, history, internal events and third-party processing events along with other linked transactions▪ Issue alerts and notifications about business or processing exceptions and track responses to support resolution. Publish events to internal or partners systems |
|---|--|

Benefits

As shown in Table 1, Edifecs Transaction Management improves operations and transaction visibility resulting in more informed decision-making, better monitoring of performance against SLAs, enhanced claims first pass rates and improved customer satisfaction.

BENEFITS	SUPPORTING FEATURES
Make Better Operational and Business Decisions	<ul style="list-style-type: none"> Generate scheduled or on-demand reports with summary or detailed analysis on operations and business activity. Create reporting on metrics including trending and threshold comparisons. Run balancing reports, such as comparing claims received vs. those sent to core processing systems. Use ad hoc reporting to support business analysis related to special projects or new initiatives, or use ad hoc queries for quick access to information. Configure automated alerts to trigger when processing exceptions occur.
Monitor Performance against Internal and External SLAs	<ul style="list-style-type: none"> Report on external SLAs such as turnaround times on claims, and request response times. Report on internal SLAs such as percent of claims originating on paper vs. electronic form. Use automated alerts when processing SLA-related exceptions such as excessive time to process transmissions, or excessive timeouts on response transactions. Auto-generate notifications or interim responses when processing time exceeds expectations. Run balancing reports such as comparison of claims received to claims sent to core processing systems. Configuration notifications for processing exceptions, including full tracking and resolution via Exception Management Module, to ensure successful processing of individual items during run-time.
Improve Claims First-Pass Rates	<ul style="list-style-type: none"> Run scheduled or on-demand reports on key metrics such as most frequently occurring errors, or partner with most rejected claims. Use ad hoc reporting to support analysis such as determining the root cause of claim rejections. Send reports to partners or make reports accessible via web portal to facilitate error resolution. Provide partners with self-service testing via Ramp Management Add-on to ensure partners can create compliant claims.
Improve Delivery of Customer Support	<ul style="list-style-type: none"> Provide a secure self-service portal (stand-alone or integrated into existing portal) that lets internal and partner users view transactions and related information in business-friendly formats. Configure and leverage granular role-based control to secure transactions and views by department or line of business. Use contextual search, based on transaction type, to quickly find and display business and transaction information. Use an integrated three-pane view containing data structure, content, and error listing to provide convenient access to original data sent or received. Create partner reports that can be auto-generated and delivered directly (through FTP, SFTP, email etc) or made available through partner portal. Schedule reports that include key metrics and information monitored by support organizations. Create on-demand reports that allow internal users to quickly access information. Use "Browse and Attach" feature to let low-volume partners upload transaction files for processing.

Table 1: Benefits and Features of Edifecs Transaction Management



An industry leader since 1996, Edifecs provides healthcare software solutions that improve operational performance by streamlining the exchange of information among health plans, hospitals, and other healthcare organizations, while enabling compliance with current mandates such as HIPAA, Operating Rules 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 currently recognized as one of the 100 Fastest Growing Private Companies in the state of Washington, 100 Best Places to Work in the state of Washington, an Inc. 5000 fastest-growing private company and one of the 500 Fastest Growing Companies in North America by Deloitte. Edifecs is headquartered in Bellevue, WA. For more information, please visit <http://www.edifecs.com>