

# McKinley Medical Group



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### ► The Client Requirements

With a growing number of patient memberships, McKinley Medical Group was faced with the need for a scalable infrastructure in systems and processes. This interface would need to allow them to make their business more cost-effective and increase the percentage of timely referrals and claims. The goal was to tailor a generic, web-based scalable solution for the McKinley Medical Group that would automate and analyze business processes between physician's offices and the medical administrators.

McKinley's existing Claims Adjudication System and most of their physicians had their own Practice Management Systems. Thus, the solution developed had to be able to interface with all these different systems seamlessly, providing the end user with a single graphical interface. McKinley turned to Unlimited Innovations, Inc to build a custom solution that would address these needs.

### ► The UI Solution

In order to provide a complete and highly effective solution for all parties involved, Unlimited Innovations, Inc. (UI) determined two important support interfaced neighborhoods that would need to be customized for McKinley; physicians and medical administrators.

The Physician's Neighborhood was built with interfaces through which physicians could check real-time member eligibility online and submit online referrals and claims. Physicians are given the option of generating claims as electronic files from their Practice Management System and uploading them directly into the online application.

The Administrator's Neighborhood was built around a comprehensive decisions dashboard, which captures business highlights and alerts in a single screen. With role-based security implemented to hide sensitive information, the dashboard resulted in immediate cost savings for the McKinley Medical Group as they were able to quickly identify unprofitable lines of businesses.

Additional useful features built into the Administrator's Neighborhood include an interface to process referrals online and alert systems tracking, and allowing real-time response. Referrals and claims can be submitted online by the physicians for immediate review and approval. By building these interfaces to submit referrals and claims online, this solution completely bypasses the paper trail that normally leads from the physician's Practice Management System to the administrator's Claims Adjudication System.

### ► The Client

McKinley Medical Group is rapidly growing Independent Physician Association (IPA) in Southern California. It was incorporated in 1998 by its CEO, John Mukherjee with a mission to provide comprehensive, high-quality and cost-effective healthcare services, that are responsive to the needs of the community.

McKinley has consistently pioneered the implementation of leading edge technological solutions in pursuit of its goal of providing quality healthcare to the masses. McKinley has registered remarkable turnovers, without compromising the quality of care available to its members. This was achieved through the incorporation of principles of continuous quality improvement into daily organizational operations.

McKinley deals exclusively with Medi-Cal patients and contracts with two state-sponsored health plans that have Healthy Families and Healthy Family Kids Benefit options. Currently providing health care services to over 20,000 members, McKinley has a well distributed network of nearly 140 physicians, including 40 Primary Care Physicians.

"CERECONS has enabled us to organize our workflow processes resulting in substantially increased referral turnaround rates, which has enabled us to deliver care faster, to where it is needed."

- Dr. James Ruppert, Medical Director, McKinley Medical Group

# The Success of Innovative Solutions

McKinley is Now Empowered to Manage Multiple Interface Networks for More Effective Decision-Making

## ► The Technology

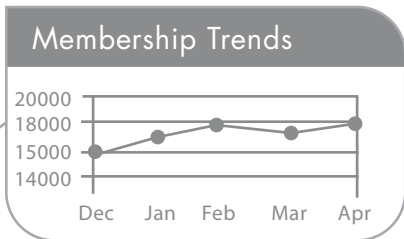
The solution developed was a web-based software application with Microsoft SQL Server 2000 as the back end and a front end developed using Active Server Pages. The web application is hosted on Microsoft Internet Information Service 5.0.

## ► The Benefits

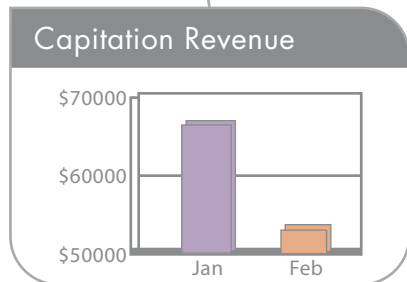
McKinley Medical is now able to:

- \* Reduce claims cost by an estimated \$2 for each electronic claim
- \* Acquire real-time legacy system data
- \* Complete powerful searching and filtering capabilities when searching through the database
- \* Customize reports provided to the administrators with actionable data
- \* Reduces the paper trail by automating business processes related to claims and referrals online
- \* Provide cost savings enabling the addition of additional health plans and medical groups

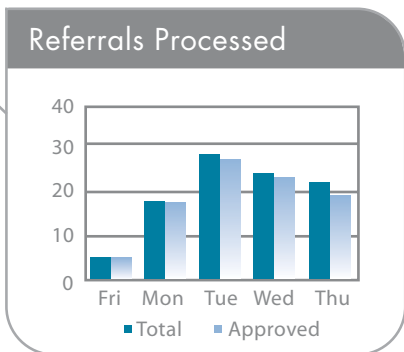
## ► Dashboard Highlights



Track eligibility growth and other demographic changes



Compare revenue and expenses for the current period based on capitation and claims



Monitor efficiency of handling authorization requests

Unlimited Innovations Inc., a California-based company established in 1996 is a leading Software Solutions Provider. We provide Systems Integration, Consulting and Development services on all platforms ranging from the latest XML and ASP-based web applications, Oracle and SQL Server database applications to Integration with Legacy Mainframe and UNIX systems.

Our Microsoft Certified Staff is available to meet your needs in all the latest Microsoft Technologies including Windows 2000, SQL Server 2000, Exchange 2000, Visual Studio and the .net Enterprise Servers.

From mid-size to Fortune 50 organizations, our experts are experienced in designing enterprise-wide architectures and developing IT Strategic Plans.

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