

The Success of Innovative Solutions

Visalia Foundation Medical Network Improves Claim Authorization Processes and Overall Network Communications by Choosing the CERECONS Solution

Visalia Foundation Medical Network

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► The Client Requirements

Due to their quickly expanding regions of operation and exponentially increased number of patient members, Visalia Foundation Medical Network required a software solution that would more efficiently and more systematically handle their administrative workload and claims processing. Moreover, faster communication with the network physicians and specialists was also a challenge in maintaining quality patient service.

Most uniquely, however, Visalia was looking for ways to more proficiently alert members of preventative patient care, such as annual tests, check-ups and clinically, regulated conditions. Much of these tasks were completed manually, as opposed to electronically, which slowed down the process and resulted in more room for error.

Manual processing also required a large administrative staff, resulting in substantial overhead. Visalia Foundation Medical Network required a solution to address three needs:

- To facilitate patient care and communicate with providers more efficiently, it was imperative to automate the process online and communicate with providers in real time.
- To reduce administrative overhead, it was necessary to minimize the number of human touches required for patient authorization, referral and claims processing.
- In order to provide better preventative care and the treatment of specific conditions such as, Type 2 diabetes, it was ideal to now have an automated alert system for making patients and physicians aware of needed lab tests or check-ups.

Foundation Medical Network reviewed several vendors' tools. They selected the Unlimited Innovations (UI) solution for three specific reasons: its breadth of capabilities, its potential impact on the organization and the strength of the UI support staff.

► The UI Solution

In April 2005, UI implemented CERECONS, its award-winning software. CERECONS is a scalable, Web-based solution that provides an easy interface to patient information. Along with real-time processing and alert status notification, this advanced system allows online electronic authorization and referral submission for quick turnaround.

► The Client

The Visalia Foundation Medical Network runs three successful and quickly expanding medical groups -- Key Medical Group, Mosaic Medical Group, and Foundation Medical Group -- serving in the Tulare and Kings Counties of California. Often in association with the highly distinguished provider, Kaweah Delta Health Care Hospital District, the Key, Mosaic, and Foundation Medical Groups handle all insurance-related communications and authorizations for their associated physicians and specialists. As sister networks in the Central Valley area of California, their collective mission has been to find new options for the improvement of medical care and management. Dedicated to exceptional preventative health, treatment and hospital care, the Foundation Medical Network organizes hundreds of primary care physicians and specialists for the Kings and Tulare Counties of California. Its doctors cover primary care, as well as a multitude of specialties and sub-specialties. The associated physicians are all board-certified specialists working together with a team of sub-specialists to provide comprehensive healthcare.

"Our local provider panel and our medical directors are very excited about the CERECONS system. This Pilot Program made the decision for us; it was everything we had been looking for and more. I couldn't be happier with the implementation phase and the ongoing support we have received from the CERECONS team. I have never worked with a more responsive IT group and we look forward to a long relationship with CERECONS.

*— Brandi Guinn, MS
Administrator of Managed Care
Foundation Medical Network*

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► The UI Solution (cont.)

CERECONS offers numerous tools to better manage time and the overhead required for effectively handling patient insurance plans. Online, paperless eligibility retrieval, authorization requests, claims submission and payment status are offered when CERECONS is used in conjunction with a contracted IPA, group, or health plan. By eliminating the need for most forms of phone calls, faxes, and delays related to patient care and status information, CERECONS can improve an office's ability to increase productivity by helping handle its daily patient processing and allow additional resources to be spent on the most important thing -- patient care.

The product enables real-time interaction for electronic, pre-filled referral forms, referral status and member eligibility. Physician offices can automatically direct approval and printing capabilities based on business rules and obtain critical information in real time. The software also enables electronic notification regarding status and changes, so that patients stay informed.

► The Technology

UI is a Microsoft Solution Provider with Gold Certification status. The CERECONS Web-based application was developed using Microsoft tools and technologies. The software front end was developed using XXXX and JavaScript language. The backend was developed using XXXX.

There are four different types of SMPB users that access the CERECONS Web application: The physician, Utilizations Management nurses, specialists and Claims professionals. These groups each have Web access areas, or neighborhoods, with customized features for simple functionality.

With seamless integration between the legacy managed care system and CERECONS, the solution not only met, but exceeded the expectations of the client. At least 70% of SMBP's HMO referrals are now facilitated over the Internet. The remaining 30% are attributed to sub-specialists who are unfamiliar with the medical group's processes, physicians who do not operate online and retroactive authorization requests.

► The Benefits

The CERECONS solution provided Foundation Medical Network with a variety of benefits that enhanced patient satisfaction, increased productivity and streamlined the business.

- Reduction of human touches: While a nurse still must review each authorization, input, date stamping and letter generation are now automatic
- Utilization Management nurses refer all specialty services more quickly and efficiently
- Physicians experience faster authorization
- Specialists benefit from having critical information arrive electronically
- The Claims team benefits from faster, more efficient provider authorization
- Patients receive more timely care
- Authorization turnaround time is now at an average of three to six hours, as opposed to 48 hours

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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