



## Healthation Success Story

# AboveHealth® Portal Drives Medicaid Plan Success

*Major Northeast Medicaid plan selects AboveHealth® portal to turbo enhance provider engagement, streamline authorizations and minimize gaps in care.*

### Situation

A major Medicaid plan in the Northeast made a strong commitment to making it easier for its provider community to interact on common business needs. Their strategy sought to deploy more sophisticated communications and care management capabilities. The plan wanted the ability to offer far more claims and payment information, simplify eligibility verification for member and family, accept requests for claims reconsiderations, and automate transactions and communications—such as authorizations and notifications of admission—that consumed valuable resources and represented a major source of frustration for providers. Additionally, the plan was already using its care management system and data from other sources to identify potential gaps in care and other opportunities to enhance member care, but it needed the ability to effectively and efficiently collaborate with providers to put that data into action.

The local provider community had already been well penetrated by a provider portal solution used by multiple payers in the region, and there was considerable pressure to use that vendor for its ability to give providers a single point of access to multiple payers. With that advantage firmly in mind, the company nevertheless determined to explore all of its options and weigh them against the popular choice.

### Solution

The organization convened an evaluation team including representatives from utilization management, provider network management, IT and operations to evaluate several alternatives. After an in-depth evaluation of multiple portal solutions, the team selected AboveHealth from Healthation as the right solution, despite ongoing pressure from the provider community to go with the common choice in the area.


The team chose AboveHealth for several reasons, including the product's ability to support the wider range of the functionality the company was planning to deploy, the ability to integrate with its McKesson case management system (CCMS), more flexibility for product customization by the vendor and a more favorable pricing model that made the AboveHealth portal much more cost effective in the long-run.

While this was a controversial choice both internally and for the plan's provider community, both constituencies were quickly won over by the new solution's exceptional functionality and value.

### Results

The plan has already deployed a wide range of services and functions in the new provider portal, including:

- Automated eligibility and benefit status checks
- Automated claims status information
- Automated claims reconsideration requests
- Automated panel roster reports
- Rapid authorizations for selected hospital admissions



Providers have responded very positively to the new portal, finding that it offers some features that are simply unavailable on other provider portals and that even common functions are carried out with added value. For example, for claims reconsideration, providers can securely access real-time billing data on their claims, and upload a spreadsheet of claims for reconsideration with the push of a button.

For the authorizations functionality, the AboveHealth portal is integrated directly with the McKesson CCMS case management workflow system, allowing case managers to quickly evaluate requests within their normal workflow and provide responses to web requests.

Having this type of web-care management system interface automates some of the manual data entry and will save time, which results in resource efficiency. Going forward, the organization is preparing to add several additional pieces of functionality, including plans already underway to add the ability to request authorizations on the web portal for transport services requiring prior authorization. The health plan is also getting ready to launch a new care management initiative which will communicate patient-specific gaps in care information to providers in an effort to enhance member health and keep healthcare

costs down in the community. The new system will leverage the company's analytics technology to identify members with potential gaps in care—such as members that are overdue for routine exams—and alert providers to address these often overlooked situations. The system will post alerts to providers via the AboveHealth portal in the context of regular interactions with the site.

Another future use of the portal will be the implementation of a claims-based service history report for members. This service will give providers an up-to-date review of the member's care history, testing and pharmacy utilization based on claims data. While the new offering is not expected to provide a comprehensive medical record of the patient, it will complement the often minimal information available to providers in certain circumstances with useful information relating to the prescriptions the member has actually filled, the tests he or she has received and recent visits to PCPs, specialists, and provider facilities.

The evaluation team considers the AboveHealth portal project a true success and is pleased that it made the right choice for its members and providers. Ultimately the choice was simple: robust functionality, great fit, outstanding value.

#### FOR MORE INFORMATION:

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#### About Healthation

Healthation enables healthcare payers to future-proof their organizations with a flexible, rules-based administration system that is configured to meet current and future industry challenges with innovative, next-generation architecture to improve overall business performance.

The company's offerings are available via SaaS in either an ASP or client-hosted environment and

include: AcceleHealth®, the industry's only open-source, co-development payer system built to administer benefits and automate workflows across all lines of business, including medical, dental, vision, pharmacy, life and AD&D, and AbovHealth®, an integrated Web portal solution that supports payer's Web self-service and automation strategies with customizable portals for all constituents. For more information: [www.healthation.com](http://www.healthation.com).

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