



Healthation Success Story

Secure EDI Health Group



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Mark Moticik
Vice President of
Adjudication Services
Secure EDI Health Group

Situation

Healthcare reform, insurance product innovation and increasing payer competition in key markets are among the forces driving rapid change in the healthcare industry. As a result, new business models, partnerships, outsourcing and carve-out schemes are emerging as payer organizations seek to share risk through alliances, and grow and retain market share with new product offerings, expanded networks and value added services.

Secure EDI Health Group (www.secureedi.com), the dominant clearinghouse provider in the Puerto Rico market had successfully leveraged its advanced IT infrastructure to innovate in its core market and engage with its customers in a variety of new ways, including providing real-time eligibility and billing (E&B) functionality, followed by real-time adjudication and ultimately end-to-end claims processing and payment services for a range of payer organizations, including the region’s premier U.S.–based dental payer.

Challenge

Secure EDI identified expansion in mainland U.S. markets as a critical strategic objective and wanted to leverage its experience in Puerto Rico to offer unique and innovative services, enable multi-partner collaborations and carve-out specialty insurance offerings for payer customers in target markets. The company’s leadership identified some exciting opportunities around enabling real-time adjudication for complex partnerships involving payers, PPO/re-pricers and multiple provider networks with a variety of fee structures. They also believed that they could offer end-to-end claims processing for specialty and “voluntary benefit” programs such as limited and

short-term medical, dental and vision, and manage them so efficiently that outsourcing to Secure EDI would be the obvious choice for its payer customers.

Solution

Secure EDI was able to differentiate and expand into new service areas in its core market due, in large part, to the capabilities of its advanced core administration system, AcceleHealth® from Healthation, Inc. (www.healthation.com). Secure EDI determined to use AcceleHealth as the cornerstone of the IT infrastructure to support its initiatives to expand into new markets. The flexibility of the AcceleHealth platform to handle real-time processes working with multiple sources for fee schedules, payment models and claims processing rules made it the ideal platform for supporting the complex, multi-partner business models Secure EDI was engaging in. Because AcceleHealth offers an extremely fast and highly automated set of benefits, claims and payment management functionality, Secure EDI could offer carve-out services extremely efficiently.

“The healthcare payment industry is becoming increasingly complex, forming new kinds of interdependencies and creating exciting opportunities for faster and more innovative companies to succeed,” said Mark Moticik, Secure EDI’s vice president of adjudication services. “AcceleHealth is the most advanced core administration system available in the market today, and it gives us the ability to offer both payer and provider organizations capabilities and efficiencies that they could never hope to develop on their own. For a company like Secure EDI, innovation, efficiency and 100 percent solid execution are what set us apart – AcceleHealth is critical to our ability to deliver on those core competencies.”

About Secure EDI Health Group

Secure EDI is a transactions integrator, creating seamless electronic interfaces between healthcare and dental providers and payers. The company's comprehensive suite of Web based services increases efficiency and helps to reduce cost through real-time adjudication of claims, electronic funds transfers, on-line reconciliation and state-of-the-art data mining and informatics.

Secure EDI traces its roots to Inmediata, which is the leading provider of software and services to the healthcare and dental sectors in Puerto Rico. Secure EDI has established operations in the U.S. as part of its growth strategy of forming industry alliances and serving national healthcare and dental plans and providers.

FOR MORE INFORMATION:

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Results

Using Healthation's AcceleHealth core administration system, Secure EDI was able to successfully expand into new markets and new services areas by differentiating around a set of unique offerings, including:

- Providing real-time E&B and claims adjudication services.
- Providing real-time E&B and adjudication for payer alliances with third-party re-pricers, without exposing the re-pricers proprietary fee schedule information. Using AcceleHealth, Secure EDI was able to achieve a sub-15 second turn-around for these complex, arms-length transactions.
- Offer an end-to-end, real-time claims processing solution, including real-time eligibility, pricing/re-pricing, adjudication, remittance and all financial fulfillments.

Secure EDI has also been able to establish itself regionally as the leading provider of outsourced end-to-end "voluntary benefit" programs, including:

- Dental
- Vision
- Limited Medical
- Short-term Medical
- Accident & Disability

Secure EDI has not only succeeded in positioning itself as a powerful and innovative enabler of new payer business models, but it has done so with extreme efficiency and precision. Because of AcceleHealth's flexible, easy to configure architecture, Secure EDI has been able to leverage a relatively small team of non-programmer resources to invent, build, deploy and support its new service offerings. The workflow automation functionality woven throughout the AcceleHealth architecture has allowed Secure EDI to support a wide range of customers and business models leveraging a very efficient set of cost-effective resources.

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.