



CASE STUDY: Creating Web solutions for Health Payers

Provider Self Service (PSS)

Provider Self Service Portal seamlessly integrating various data sources



Challenge

Our client identified a need to build the online Provider Portal system enabling medical providers to check members' eligibility, get detailed benefit information and perform claim status inquiries 24x7, every day of the year. The required eligibility, benefits and claim status information are stored on four independent systems:

- NASCO (National accounts claims and membership systems)
- RTMS (Commercial accounts membership system)
- TPSU (Commercial accounts claims processing system)
- Blue Exchange, the data management system shared between the Blue Cross and Blue Shield plans around the country

Our Solution

In the first project phase Pamet put together a technical architecture document for the requested solution and, after the client approved this proposal, prepared a set of documents that detailed out a complete system design. In the second project phase Pamet implemented this solution by developing three major subsystems of the portal:

- XML API framework that performs necessary business logic and acts as a content provider exposing all of its features and capabilities through Web Services.
- Provider Transaction application, a web application that provides an interface to medical providers and uses XML API as a content provider.
- MTM Auditing and Reporting application providing complete tracking of all activities in the API to be used in reporting and auditing of transactions and overall monitoring of the system usage.

- ATG
- Oracle
- WebSphere MQ

Benefits to the Client

- Helped architect the middleware components.
- Short time to architect and implement core feature set (5 months).
- Phased approach delivered customizable solution that following projects are already using.
- Cost benefits: 5 to 10x.
- Greatly improved features and quality of online, self-service capabilities available to the medical providers.

The screenshot displays the 'Eligibility & Benefits Details' page for a member named Tatsuya Keyama. The page includes a search bar, a table of member information, and a detailed table of benefit information.

Benefit Category	Network	Copayment	Subject to Annual Medical Deductible?	Applies to Annual Copayment Maximum?
Level 1	202 per Visit	Yes	Yes	Yes
Level 2	30% per Visit	Yes	Yes	Yes
Level 2 Non Preferred	30% per Visit	Yes	Yes	Yes