scintel

Technology for a Changing World

Digitizing Healthcare Transactions using a Single UI

AT A GLANCE

THE CLIENT: Fortune 500 healthcare services and information technology company

THE GOAL: Enable a single portal for managing and automating transactions between healthcare payers and providers

THE SOLUTION: Develop, implement, and constantly upgrade Connect Center

BUSINESS IMPACT: Improved customer experience; faster, easier, and more secure transactions; constant upgrades; expert support

THE CLIENT

The client is a Fortune 500 healthcare services and information technology company that specializes in pharmaceutical distribution, healthcare IT, practice management, supply chain management, medication adherence, pharmacy management, and medical supplies. It provides medical supplies and solutions for healthcare providers, pharmacies, health plans, and pharmaceutical manufacturers.

THE GOAL

The goal was to develop a single portal for managing and automating transactions between payers and providers, while ensuring a high level of data security, privacy, and transparency. The portal should cater to a diverse set of end-users with different customer experience requirements.

THE SOLUTION

The client partnered with Scintel to develop Connect Center, a portal with rich User Interface (UI) and an amalgamation of different class-leading solutions that allows payers and providers to transact electronically and securely.

How Connect Center works

Connect Center manages and automates different transactions in a single UI; caters to a diverse set of users with unique user experience requirements; and ensures efficient, compliant, and secure patient and hospital data management. Built with the following features, Connect Center provides a high level of transparency, eligibility, security, and improved experience:

Claims Transactions

Connect Center facilitates professional and institutional claims transactions, enabling electronic, transparent, real-time, and error-free transfer of claims information. It allows users to fill claims information electronically via a form, upload it, and then quickly get response for their request, such as the insurance amount. It enables healthcare professionals and institutions to easily process claims, accelerate transactions, and enhance customer experience.

Eligibility

By using Connect Center, healthcare professionals and institutions can easily get patient information, determine the eligibility of the patient for benefits, specify the benefits and healthcare services that the patient has already availed and could avail of, and make personalized recommendations.

Remittance

Remittance and Payments Management can also be done electronically and securely through Connect Center. Once the payers and providers provide the required information, they can transact online for remittance and payments in a secure and compliant manner via Connect Center.

User management

Connect Center has custom functionalities that provide individual end-users with different tiers of security, access, and visibility. It enables administrators to manage end-users by giving them unique access depending on their role. When they log in to the portal, they can access, view, and lift only the information that is made available to them. Administrators can also add and remove end-users easily.

Visualizations

End-users can generate reports and visualize insights creatively through Connect Center's visualizations functionality. Instead of merely displaying data in a table, Connect Center allows data to be showcased in a graphical visualization. For example, healthcare providers can create a pie graph to easily determine the number of rejected versus approved claims.

Edits service

To ensure complete and successful transactions, Connect Center allows internal editing of patient and hospital information without manipulating the data. Editors can highlight missing, incorrect, and incomplete information, and then send back the form to the owner for completion. This gives high confidence level to the patient, enabling them to ensure that their forms are submitted without error.

CONTINUOUS INNOVATION

Scintel's team of experts plays a significant role in conceptualizing, building, and constantly innovating the Connect Center. The team, which has deep knowledge and expertise in SCRUM/agile methodologies, works hand-in-hand with all stakeholders involved in the project and provides useful insights and inputs on how to further improve the functionalities of Connect Center. They are deeply involved in planning the next steps, identifying and filling the gaps, creating and developing solutions, and evaluating the efficiency of all processes and solutions.

BUSINESS IMPACT

The implementation and continuous innovation of Connect Center brings various competitive advantages to the client.

⬀ Improved customer experience

The solution offers healthcare payers and providers a rich UI that allows them to access, enter, modify, display, and send information electronically and securely.

⏱ Faster and easier transactions

By using Connect Center, healthcare payers and providers can remove all paper trails, automate transactions, and enable electronic and error-free exchange of information.

🔒 Data security and privacy

Connect Center is designed with data security and protection in mind to ensure that patient's information will remain confidential and accessible only to authorized users.

⬈ Constant upgrades

As Connect Center has been constantly upgraded, end-users receive the latest-generation functionalities that can cater to their demands.