TECHNOLOGY OPTIMIZATION

Health Plan Taps AMISYS Advance Expertise to Meet Deadlines and Unique Challenges

Challenge: Moving Claims Processing In-House Against a Hard Deadline

As technological advancements accelerate, outdated healthcare claims systems struggle to keep pace, with many of them operating on the verge of obsolescence. These systems are infrequently updated, while some are left to phase out without any support at all.

Mitigating the damage done by aging claims systems requires not only implementing modern solutions but having the right personnel in place to execute. Identifying the right combination of leadership and technical expertise in a rapidly evolving technological landscape is an immense challenge, let alone a team capable of swift deployment and seamless integration with existing teams.

When the client initially approached SourceEdge, they required an immediate transition from a failing start-up claims system back to the AMISYS Advance platform amidst operational and staffing disruptions. This decision was made in June of 2022 and had to be implemented by January 1, 2023, with zero possibility of an extension.

The project quickly grew into a wide range of needs, even from the early stages of engagement. Faced with an aggressive deadline to bring claims processing and eligibility systems in-house added to the project's complexity and stakes. The client had also recently reassigned staff and downgraded their claims teams.

CLIENT SNAPSHOT:

Regional
health plan

40,000
Medicare members

40,000
Exchange members

AMISYS
Advance claims system

Solution: Resurrect AMISYS Advance Platform and Augment Staff

Upon engagement, SourceEdge deployed team members and provided hands-on support to the client's operation. Amidst an astronomical amount of backlog between pending claims and customer service requests, we were able to bring their in-house systems online.

Together, the team developed a comprehensive project plan based on five fundamental steps:

1. Assess
2. Reconfigure
3. Test
4. Deploy
5. Manage

SourcEdge's Role: Project Manager, Force Multiplier, and Software Engineer

In collaboration with the client leadership team, SourcEdge helped develop a roadmap on how to implement critical components and project milestones. We also leveraged our expertise to provide a blend of project delivery and staff augmentation. Our ability to integrate into the client's team ensured the project stayed on track and within strict time constraints.

SourcEdge team members partnered with the client's senior staff and helped them make the right decisions in the order things needed to get done. We brought the resources that could deliver both the operational configuration of the claim system as well as the IT infrastructure and connections to all the third-party vendors and partners.

Outcome: Successful Migration to In-House Claims Processing

Thanks to SourceEdge's expertise and guidance, the client successfully brought the claims processing system back in-house within the strict deadline. Their efforts restored control and efficiency to the client's operations, mitigating the issues caused by failed claims systems.

SourcEdge's close collaboration and communication with the client's team ensured seamless integration of their services, fostering a strong working relationship. The client was also able to achieve auto adjudication rates in the high 90s.

The project's success led to the establishment of a long-term strategic relationship between SourcEdge and the client. Next steps include modernizing the entire claims processing platform and moving it to the cloud.

See all Success Stories