



EDS replaces multiple processing platforms with a single “one size fits all” solution

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>> Migrating 3.3 million claims and 475,000 customer service worksheets all in a weekend

Healthcare Payer Organization

This payer organization relied on three different processing systems to process health-insurance payments. EDS implemented *MetaVance*®, an integrated claims-processing platform that can administer multiple plans and deliver an enterprise-level perspective on provider and patient activity.

As it began offering a range of new health insurance products like HMO and PPO plans, the number of processing platforms the company needed to manage claims multiplied. MetaVance offered a single solution for all claims types.

The business issue

The healthcare industry spends more than any other industry to maintain existing IT infrastructure – in large part because companies rely on aging legacy systems to handle mission-critical functions like claims submission and processing and are leery of large-scale migrations. Such was the situation for one U.S. health insurer during the 1990s. As it began offering a range of new insurance products like HMO and PPO plans, the number of processing platforms that the company needed to process claims multiplied.

It was an imperfect solution in many ways. Disparate reporting systems kept the company from getting a comprehensive view of its entire operation. Similarly, with multiple platforms to maintain, there was the opportunity for discrepancies in the application of changing insurance regulations and provider contracts – and preparing for upcoming implementation of the Health Insurance Portability and Accountability Act (HIPAA) would be triply complex.

It looked like an ideal time to move to a single processing platform. After reviewing a number of options, the health insurer chose EDS’ *MetaVance*, a Web-based, fully integrated enterprise system backed by EDS’ unparalleled healthcare technology expertise.

Our approach

Working closely with the company’s business and internal IT teams, EDS developed a phased migration plan to convert its existing processing systems to *MetaVance*. First, we migrated all PPO accounts to *MetaVance* 2.2. The release gave the company the ability to manage patients with insurance from multiple sources while transitioning the company toward full HIPAA compliance with the implementation of *MetaVance* 2.3 in October 2003. With the 2.3 release, all of the company’s remaining lines of business and their associated customer base have been converted to the new system. Total membership on the system is now in excess of 400,000 members.



Methodology and technology

EDS *MetaVance* offers a scalable infrastructure capable of managing millions of plan members while supporting ongoing growth. Open architecture allows integration with the company's financial systems.

MetaVance is portable to multiple platforms and is currently certified on MVS/DB2 and UNIX/Oracle software and services.

Business intelligence tools, including Teradata for the data warehouse platform and Business Objects® for analytics and reporting, expand the company's data warehousing capacity by about 300 percent.

Services featured

- Applications Development
- Applications Outsourcing
- Business Intelligence
- Hosting Services – Infrastructure Transformation
- Hosting Services – Managed Mainframe
- Hosting Services – Managed Server
- *MetaVance* Administration and Finance System
- Network Management

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MetaVance's single platform allows real-time claims processing, creating efficiencies in claims error corrections, which previously required running multiple batch cycles. The company can also implement changes in pricing, benefits and provider contracts that can be instantly applied across its entire claims portfolio. Data Warehouse on Demand enables business analytics across the entire enterprise, giving a greater number of users across multiple departments access to critical information that helps the organization better understand and manage its business.

The results

The company became fully HIPAA-compliant following the upgrade to *MetaVance* 2.3 in October 2003. The upgrade was conducted over a single weekend, during which the implementation team migrated 3.3 million claims, 475,000 customer service worksheets and 48,000 precertification records. Both online and batch processing resumed seamlessly at the start of business the following Monday, achieving a 70-percent auto-adjudication rate.