

Large, Regional Payor Outsources EDI Processes Using AdminisTEP

Providing Medicare and Medicaid HMO services for an entire eastern state, this regional payor is a division of a national payor with more than 2 million covered lives and more than \$1 billion in revenue. State children's health insurance programs and prescription drug plans also are offered by this regional payor.

The payor's dramatic growth rate – doubling the number of covered lives in just 12 months – prompted it to investigate ways to increase efficiency and reduce costs. Outsourcing its EDI infrastructure using AdminisTEP™ enabled the payor to realize numerous benefits, including a decreased reliance on IT resources and simplified deployment of the solution to its provider networks. And, AdminisTEP easily exchanged transactions with the payor's host system. As a result, internal IT resources could be redeployed to focus on host system maintenance and configuration, instead of managing the payor's EDI infrastructure.

With AdminisTEP being a hosted solution, providers only need to

access the online application via a Web browser to sign up for the program. For payors with a rapidly growing base of members, AdminisTEP's easy deployment capabilities alone provide payors with a positive return on investment by greatly reducing IT and administrative costs.

CUT TRANSACTION COSTS

AdminisTEP's efficiency allows it to deliver the entire functionality of the major clearinghouses, but at a greatly reduced cost per transaction. While many clearinghouses charge 25 cents to even 35 cents per transaction, AdminisTEP can offer the same services at only 10 cents to 15 cents per transaction, with the cost dependent upon the AdminisTEP features that are used by the payor. The regional payor profiled in this case study realized a 66% reduction in transaction costs, and experienced improved service levels, compared with the lost transactions that were common with nationwide clearinghouse that the payor previously used.

AdminisTEP enabled the payor to extend numerous new transaction

CHALLENGE

A regional division of a major, publicly-traded payor needed a new EDI infrastructure that would reduce transaction costs and create more efficient channels for providers to send claims electronically.

SOLUTION

AdminisTEP™ enabled the payor to outsource its EDI infrastructure and increase transaction management capabilities with a hosted solution that is easily deployed to provider networks via an online signup, rather than installing software.

RESULTS

With AdminisTEP, the payor cut its transaction costs by 66% and extended functionality to its provider network, such as reimbursement via electronic funds transfer and the conversion of paper-based claims into electronic formats.

KEY FEATURES USED

- Direct connect capabilities decrease transaction costs.
- Claims edits increase throughput rates
- EFT remittance
- Detailed reporting

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and cash flow management tools to the providers in its network, which increased user adoption of the solution. For example, AdminisTEP's edits allow providers to "scrub" claims for errors before submission, make corrections when necessary and submit the claim. This reduces claims rejections, increases the pass-through rate for payors, and allows providers to receive timely reimbursement. In addition, AdminisTEP offers electronic funds transfer (EFT) capabilities so payors can reimburse providers electronically to avoid the delays and administrative costs of mailing checks.

REPORTING CAPABILITIES

One of the features that the providers most appreciated about AdminisTEP was its reporting capabilities. AdminisTEP offers in-depth information about billing, transaction throughput, confirmation on the transmission and receipt of transactions, the status of claims files and individual claims, as well as details about remittance and the claims paid by each check. These

reporting capabilities helped the payor demonstrate the value of AdminisTEP to its provider network, which helped facilitate rapid enrollment.

NO MORE PAPER

Providers without electronic capabilities can send their paper-based claims to AdminisTEP for conversion into electronic formats. Once converted, providers can use AdminisTEP's reporting features to track the claim and remittance. Also, AdminisTEP's Direct Data Entry (DDE) offers providers an online solution to enter individual claims manually and have them transmitted to payors in electronic formats, which is ideal for providers that submit a low volume of claims or wish to submit a single claim after a batch of claims was sent.

No more paper. No more claims or checks lost in the mail. AdminisTEP delivers the performance that providers and payors need to increase efficiency and improve the management of cash flow.

CHECK OUT ADMINISTEP ONLINE!

- www.administep.com
- **View an AdminisTEP Web Demonstration:** Call 1-888-751-3271 x3141 to schedule a demonstration.
- Click on the **ROI Calculator** button to learn how AdminisTEP can help you control costs.

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