AdminisTEP: A Single Payor Portal to Manage Reimbursement and Provider Networks

Improved remittance management
Online provider credentialing
Reduced human intervention
Directly connect with providers
Real-time transaction management
Online EFT reimbursement
Comprehensive edits ensure clean claims
OCR capabilities

Extending the functionality of payors' existing host systems

Legacy's AdminisTEP is a transaction exchange portal that extends the functionality of payor host systems and resolves HIPAA-compliance translation issues. AdminisTEP bridges the gap between providers and payors by directly connecting them with each other for transaction exchanges. In addition, AdminisTEP streamlines operations with a robust set of tools so payors instantly know the status of outgoing payments, as well as incoming premium payments.

Most importantly, AdminisTEP gives payors unprecedented modular flexibility to select and pay for only the features and functions that they want and need, instead of pay-
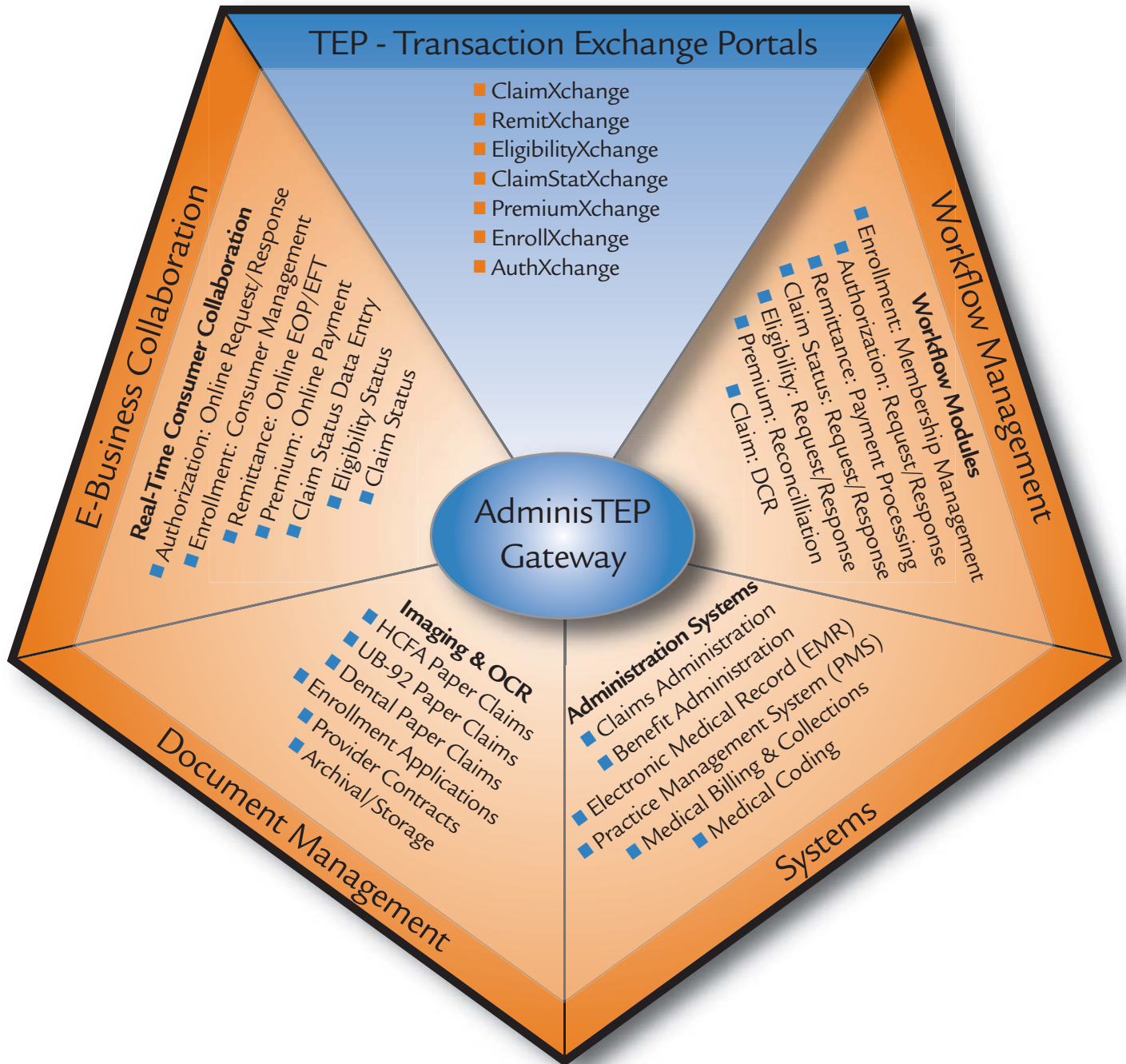
ing for options they won't use. AdminisTEP employs a layered approach, with each layer building on the functionality of the previous layer. As a result, AdminisTEP is a cost-effective solution to address multiple business challenges – from the smallest tactical issue through mission-critical enterprise-wide strategies. This flexibility enables payors to gradually implement changes in the order that makes the most sense for their organizations.

For example, payors can deploy AdminisTEP to extend self-help services out to provider networks, such as the online handling of authorizations, claims queries and eligibility checking. Or, a payor

might use AdminisTEP to translate paper-based claims and images into electronic transactions to reduce labor costs and expedite processing. In another scenario, a payor could customize business edits within AdminisTEP to reduce claims rejections and improve clean claims pass-through rates, or use AdminsTEP's direct connect capabilities to eliminate clearinghouse challenges and reduce per-transaction fees. Other options might include using AdminisTEP to employ electronic funds transfers for remittance, or use all of AdminisTEP's functionality to completely outsource an organization's entire electronic data interchange infrastructure.

AdminisTEP Architecture Overview

TEP - Transaction Exchange Portals

- ClaimXchange
- RemitXchange
- EligibilityXchange
- ClaimStatXchange
- PremiumXchange
- EnrollXchange
- AuthXchange

E-Business Collaboration

Real-Time Consumer Collaboration
- Authorization: Online Request/Response
- Enrollment: Consumer Management
- Remittance: Online EOP/EFT
- Premium: Online Payment
- Claim Status Data Entry
- Eligibility Status
- Claim Status

Workflow Management

Workflow Modules
- Enrollment: Membership Management
- Authorization: Request/Response
- Remittance: Payment Processing
- Claim Status: Request/Response
- Eligibility: Request/Response
- Premium: Reconcilliation
- Claim: DCR

AdminisTEP Gateway

Document Management

Imaging & OCR
- HCFA Paper Claims
- UB-92 Paper Claims
- Dental Paper Claims
- Enrollment Applications
- Provider Contracts
- Archival/Storage

Systems

Administration Systems
- Claims Administration
- Benefit Administration
- Electronic Medical Record (EMR)
- Practice Management System (PMS)
- Medical Billing & Collections
- Medical Coding

AdminisTEP's unique architecture combines the functionality of multiple Transaction Exchange Portals (TEPs) into a single solution. These TEPs include:

- **ClaimXchange** – Claims submission and management
- **RemitXchange** – Remittance management
- **EligibilityXchange** – Eligibility lookup and verification
- **ClaimStatXchange** – Claims status
- **PremiumXchange** – Premium billing management
- **EnrollXchange** – Member enrollment
- **AuthXchange** – Authorization/referral request and permission

AdminisTEP

WORKFLOW MANAGEMENT

AdminisTEP improves workflow for payors by providing a single solution to automate many manual tasks. Workflow management features include the ability for payors to extend online self-help services to providers, which reduce the labor and resource demands that payors require to manage these tasks. Additionally, AdminisTEP's intuitive interface enables payors to quickly review and/or approve provider requests.

E-BUSINESS COLLABORATION

AdminisTEP's E-Business features create a conduit that links payors to providers and members. These capabilities allow members to enroll in plans and can be customized to support other consumer-directed health efforts. On the provider side, AdminisTEP fosters collaboration by enabling payors to deploy complex business management and reporting tools that payors and providers can use handle transactions, check status or research historical data to resolve issues.

DOCUMENT MANAGEMENT

To further increase productivity, AdminisTEP provides optical character recognition (OCR) and vertexing capabilities to convert paper-based claims into electronic formats. OCR feeds are converted into 837 formats that can pass through business rules, and claims with errors are placed in the edit queue to be corrected before processing.

These OCR capabilities can also be used to create electronic documents for enrollment applications, provider contracts, as well as archiving and storing documents.

SYSTEM OUTSOURCING

Besides its unprecedented flexibility, AdminsTEP sets itself apart from the competition with its systems outsourcing capabilities. AdminisTEP enables payors to confidently outsource EDI processes by either leveraging the organization's existing electronic infrastructure or by completely outsourcing the infrastructure side to AdminisTEP. Powerful Web-based tools give payors the ability to automate processes and integrate other systems with AdminisTEP to extend functionality. Completely customizable, AdminisTEP's outsourcing options can include:

- Shifting processing demands off the host system and configuring AdminisTEP with the business rules to process transactions and access the host system database
- Fully outsourcing eligibility checking and referrals/authorizations to AdminisTEP for processing
- Using AdminisTEP to electronic funds tranfers for reimbursements
- Outsourcing host system components to reduce server and mainframe memory demands
- Providing OCR, imaging and vertexing capabilities