
Healthcare Industry

Patient's Insurance coverage Training Module

Company Profile:

New York based client is one of the most comprehensive university hospitals in the world, with leading specialists in every field of medicine. With dedicated staff, modern facilities, state-of-the-art technology, commitment to quality care, and role in educating future physicians, they have earned a reputation as a healthcare leader.

Situation:

The project was related to the hospital's revenue department. The department was facing major financial impact in areas of collecting payments as most of the time the department employees were not aware and could not understand as to why some procedures may be covered under their patient's Insurance cover, while others are not.

The department, which carried on Insurance verification activities verifying patient insurance coverage, needed a training solution to facilitate training to the employees as to what medical expenses were covered under the coverage amounts provided by their insurance policy. The solution was required to provide an opportunity to practice sophisticated coordination of benefits and insurance verification activities that basic and intermediate training courses did not provide for all employees. As many of these activities were best learned through "doing," the Training Module required guiding employees through tasks designed to enhance skills and ultimately reduce data entry error. Client also needed to monitor each employee's training levels, and revenue generated during this training. Every employee would take training and his/her performance would be tracked in terms of training attempts, scores generated, badges earned, time spent for training etc.

Overview

CustomerProfile:

New York based reputed university hospital and Healthcare Leader.

Industry: *Healthcare Industry*

Country: *USA*

Technologies: *SharePoint Enterprise 2013, Visual Studio 2012, Custom Timer Jobs*

Timelines: *10 Weeks of Development*

No of Users – *Approx. 1500*

Benefits:

- 1) Helped in controlling financial risk*
- 2) Easy Management of complex medical case scenarios*
- 3) User Friendly Graphical User Interface(GUI)*
- 4) Efficient Analytics and Reporting*
- 5) Enriched performance and scalability*
- 6) Leveraged User Profile Services and Registration Management*
- 7) Cost effective solution*

Client also needed a facility to use their existing user's profiles, and update or reset training data for a particular user after training completion or in case of incompetence. Client wanted to present certain real time situations out of thousand/s to employees to be able to select required financial classes in order to apply the Insurance benefits at later stage in the process. This proposed solution would be accessed by 1500 users and consumes large volume of insurance scenarios data to be refreshed once or twice a year. The volume of data would grow over span of years.

Client approached NGenious Solutions Inc. for implementation of proposed solution. NGenious has Microsoft certified technical specialist with good experience in developing SharePoint 2013. Our thorough planning and testimonials from previous projects executed gave the client confidence Leave Management - Leave submission by organization employees and approval by reporting manager.

Solution:

Considering the client's specific requirements such as randomizing and presenting the scenario based on complexity level and workspace, presenting correctness/incorrectness of result for a scenario along with reasons were accomplished using SharePoint 2013 web site solution. Solution includes custom web application pages and out-of-the-box (OOTB) features such as custom lists, web parts and page layouts.

Effective use of data caching and late binding provided the least possible response time for multiple users using the Training Module concurrently

Real-time analytics of scenario and user's performance was achieved using timer jobs. Job periodically (user configurable) collates information of employees attempted scenario scores and badges earned. Solution was capable of providing management reporting which includes leaderboard of workspace and users within it for time period.

About NGenious Solutions, Inc.

NGenious Solutions, Inc. is a Microsoft Certified Gold Partner specializing in Information Worker and ISV/Software solutions. The company offers cutting-edge IT solutions from a range of industry and technology segments to Enterprises and Independent Software Vendors (ISVs). The company's range of services focuses on successful design, implementation, utilization, training and support of SharePoint and complementary Microsoft technologies that extend functionality within an organization. The company has office locations at both New Jersey (USA) and Mumbai (INDIA).

For more details email at Info@ngenioussolutions.com

Client Feedback

*"Amazing Job. It has been pleasure working with NGenious Team
--Manager, Revenue Team*

We delivered an offshore-onshore model for the project which reduced the cost 3 times with that compared to onshore delivery model. Besides the cost effectiveness, there was no compromise on quality of the solution.

Communication with client was done by onshore team at client location which was as per convenience of client.

Benefits:

- ◆ **Helped in controlling financial risk**

The Training module enabled Insurance Verification team to practice real time scenarios which helped them to grow in accuracy of verifying patient insurance coverage thus resulted in controlling financial risk

- ◆ **Easy management of complex medical case scenarios**

The Training module enabled management of an evolving and growing real time scenario database. Scenarios got organized by complexity level, target workspace and category. Automatic refresh of scenarios database whenever new set of scenarios are made available.

- ◆ **User Friendly Graphical User Interface (GUI)**

The solution simulated client's existing billing system so users needed no efforts in understanding and learning the UI navigations eventually saving on application training time. Thus, helping client's employees/users kick start using Training Module on day one.

- ◆ **Efficient & Real-time Analytics and Management Reporting**

The Training module measured and provided analytics by Campus, departments within, Users, scenario, question/scenario type, and workspace and complexity level. The Training Module measured overall utilization and utilization by individual, group, or entire population. The Training Module provided standard reports inclusive of performance data and metrics.

- ◆ **Enriched performance and scalability**

Effective use of data caching and late binding provided the least possible response time for multiple users using the Training Module concurrently.

◆ **Leveraged User Profile Services and Registration Management**

User's organizational info was accessed by leveraging user profile info services of SharePoint. On top of its system provided "My Account" page which managed history, progress and registration & account management features requirement of Training Module.

◆ **Cost effective solution**

Offshore-onshore delivery model used for project has benefited client from cost perspective as compared to onshore delivery model.