



Case Study

TEKsystems helps a large healthcare insurance provider save money and offer faster service through process automation

Client:

A large healthcare insurance provider

Industry:

Insurance

Service Offering:

Global Services

Application Services

- Application Management
Outsourcing



The Situation: For more than 100 years, a large insurance company has provided managed medical, pharmacy and dental care services. As clients set up new health plans or renewed or modified existing plans, employees of the insurance provider have manually created or amended the accounts.

Consumers today have come to expect the benefits of automated processes: accuracy, speed, and consistent results. In comparison, effects of the company's manual processes began to erode customer confidence. To preserve its competitive advantages, the company decided to automate the entire validation-of-benefits process.

The Challenge: The company faced a number of challenges with this high-profile project, including an extremely aggressive project schedule for a comprehensive and technically sophisticated solution. After reviewing its options, the company wanted the application to meet the following requirements:

- Pull data from a variety of claim and benefit repositories
- Replicate programmatically the complex validation processes specific to each type of claim allowed under a plan
- Accommodate a dynamic product line, so that the company could easily add and change products according to market drivers
- Decrease data errors through automation
- Track and provide performance metrics
- Provide professional-quality reports for clients and third-party auditors/administrators

The Response: The company decided to engage TEKsystems® because of its technology experience, its expertise in application design, and its unique ability to begin the project immediately. Because the company needed a very quick return on its investment, TEKsystems developed the application using the Agile software development approach. Unlike the traditional Waterfall method, Agile allowed TEKsystems and the company to organize technical functions into modules, develop the highest priority modules first, and release those modules into production quickly. The TEKsystems Project Leader worked closely with the company's benefit specialists to understand and decipher the complex rules of each policy and the subsequent validation requirements.



To address the company's desire to automate the dynamic claim validation processes, TEKsystems developed an architecture and a SQL Server-based rules engine facility. Not only would the rules engine facility automate the process, but it would also allow the company to change existing validation rules and to add additional rules for either existing insurance products or new insurance products.

TEKsystems designed the application's data output to reflect the company's desired use of the data. To allow detailed administrative reporting, the team created an internal database that recorded information about each run of the tool. TEKsystems developed professional-styled reports for both application-administration data and policy data, and it designed a publishing engine that interfaces with Microsoft® Word, Microsoft® Excel®, and EMC® SnapView™ for ad-hoc reporting.

The Result: By keeping each module contained, TEKsystems released the first module into production in only six weeks, with additional modules completed in three to five weeks each. As the project progressed, TEKsystems developed modules with more complexity in six to ten weeks.

The application currently performs the work previously done by five individuals. Additionally, TEKsystems continues to provide production support and to develop enhancements to meet the changing needs of the customer. In 2008, the company's executive leadership recognized the quality and value of this work when its project stakeholders received one of ten highly prestigious internal awards.

The Technology: To develop the application, TEKsystems used a combination of existing market-available application development tools and custom-built tools designed to meet the specific parser and data manipulation needs of this project. Market-available tools included the following:

- Microsoft® Word 2003 Object Library
- Microsoft® Excel 2003 Object Library
- Microsoft® Outlook 2003 Object Library
- Microsoft® Access 2002
- EMC® SnapView™
- Visual Basic Scripting