A LARGE HEALTHCARE PROVIDER STREAMLINES CASE MANAGEMENT

CRAWFORD TECHNOLOGIES

BACKGROUND

This large healthcare provider operates over 2000 free-standing specialized outpatient centers throughout the United States. They had implemented IBM FileNet Case Manager as their digital document management system, storing and outputting a large volume of documents for several case management applications.

The Challenge

The organization needed to automate the consolidation and output of claims documents, invoices, statements and other documents that were critical to efficient case management. Since multiple clinics and applications fed into their claims processing system, multiple formats needed to be converted and standardized for output.

Their goal was to find an off-the-shelf enterprise-class solution that fit into their current enterprise environment, could be easily extended for their requirements, and would address the multiple use cases that their network of clinics managed.

The Solution

CrawfordTech implemented Riptide Server®, an integrated output management solution that enhances and extends ECM platforms. With Riptide, data within their ECM system can easily be collected, converted to the desired output format for fax, email or print, and automatically distributed and output. Using the RESTful API, the CrawfordTech services team assisted in integrating Riptide into the newly developed Case Manager environment.

One of the primary benefits of Riptide is that it is highly configurable so that it can function in virtually any environment to integrate with automated workflows and simplify case management. To meet this customer's needs, the combined solution was implemented so that when a request is made for a patient record, the system queries the repository, and pulls and displays the relevant records from IBM Case Manager. The appropriate documents that are needed to fulfil the request are selected, downloaded and displayed for review. The final content is then converted to PDF as needed, combined into a single bundle, cleaned up, with information such as a table of contents, watermarks, notes and other specific bundle data selectively added. The bundles are then created and output, with all activity logged in the Case Manager repository and available for auditing of the process.

The Results

The healthcare organization now has a tightly integrated solution that has automated patient records and document management and output as part of their case business processes. As a result, they are able to handle claims more efficiently, reducing error, reducing time with billing cycles, and streamlining administrative processes.

At a Glance

CrawfordTech Products:

RIptide Server

Objective:

To automate the consolidation and output of documents needed for efficient case management.

Approach:

Riptide Server, integrated with their ECM system allowed data to be easily collected, converted to the desired output format, and distributed and output.

Results:

A consolidated automated solution allows them handle claims more efficiently, reducing errors and time for billing cycles.