



Constantly Innovating Healthcare Processing Systems Today's Ever-changing Demands

At a Glance

The Client:

Leading provider of network solutions for enhancing clinical communications

The Goal:

Roll out a series of system enhancements to meet today's demands

The Solution:

Leverage future-looking skills that can help run a series of enhancements

Business Impact:

Enhanced user experience, accelerated and optimized transactions, minimized error and wastes, and improved cash flow

The Client

The client is a leading provider of network solutions for enhancing clinical communications, accelerating care delivery, and optimizing payments collection through seamless and digital connection among patients, providers, pharmacies, payers, and financial institutions.

The Goal

The client wanted to improve further and constantly its platform for healthcare transaction processing to keep pace with today's demands. By so doing, they could provide end-users with advanced functionalities that can help them (1) manage their credential data used for logging into payer websites (portals) to inquire about the financial healthcare information of a patient; (2) get the Payers list information; (3) manipulate and retrieve credential data at the submitter and biller levels; (4) send claim status requests, routed automatically to portal payers; and (5) receive standardized responses.

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The Solution

To achieve its goal, the client partnered with Scintel. Scintel's team of future-looking experts worked closely with the client's team in planning and rolling out a series of enhancements to supercharge its platform with more advanced capabilities. With Scintel's support, the client had enabled various functionalities including the following:



Automatic claims request creation and processing

A new enhancement allowed users to create and process claims request automatically based on the provided Claim ID.



Priority Routing

Scintel enabled Priority Routing, which facilitates payments and provides finer response data than using traditional EDI connectivity. The team developed a functionality that allows internal support personnel to manage the Priority Routing data within the transaction processing platform.



Real-time credential management processes

Scintel helped build credential management capabilities that run via a platform for realtime transactions and that users can access using unique login credentials for secure and personalized experience. With the new enhancements, users could manage their credential data within the client's environment.



Connectivity via new intermediary

Scintel introduced a new intermediary for automating healthcare transactions such as claims processing. The new intermediary further enhanced and standardized transaction response formats using XML instead of traditional EDI format.

Business Impact

The series of enhancements allowed the client to reap these benefits:



Improved user experience

The end-users received continual functionality upgrades, modernizing the way they transact and allowing them to communicate more conveniently and securely.



Comprehensive, expert support

The series of enhancements helped accelerate, standardize, and improve transactions between payers and providers.



Minimized error and wastes

Because all processes were digitized and automated, the client had minimized errors in processing healthcare request forms and payments and removed paper trails, thereby reducing wastes.



Improved cash flow

By and large, end-users received advanced functionalities that allow them to improve cash flow and boost their bottom line.