Achieve transaction interoperability faster

Edifecs Transaction Management for Healthcare

Providing visibility and accountability throughout the transaction lifecycle.
INTRODUCTION

Healthcare payer and provider organizations face many challenges in implementing an effective EDI strategy. As HIPAA and other types of electronic transactions are created, received, responded to and processed by these organizations, they are massaged and changed at numerous points before they are finally consumed by the back-end systems. These processes create risks for business and IT leadership in that they may lose visibility into what happened to the transaction, why it happened, and may also lose the ability to reconcile the individual business content in a transaction to similar content in a related transaction.

With heightened emphasis on compliance and accountability, these key events need to be tracked, monitored and exposed to both internal users and trading partners across the transaction lifecycle. Each healthcare enterprise must have visibility and understanding of what happened, whether or not it was in compliance with established policies and procedures, and what were the exceptions to the process in order to effectively manage their businesses.

Challenges Faced by the Healthcare Industry

• Many enterprises are unable to verify that every claim or other HIPAA transaction that was received was appropriately acknowledged, or that it met the required levels of service.

• IT departments have to get involved every time a submitter inquires about a transaction that hasn’t made it through the process correctly or in a timely manner.

• Most organizations are constantly fighting fires rather than proactively planning because of a lack of visibility into production EDI operations.

• Many have no idea which submitters are sending the majority of your bad files, or what is causing those problems.

• When issues are identified and steps are taken to address them, there is no visibility into whether or not those steps are having an effect.
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Track, Monitor and Manage Exceptions for Maximum Automation and Accountability

Edifecs, the leading provider of B2B solutions for transaction-based interoperability, addresses all of these challenges with Edifecs Transaction Management, our market-leading solution for transaction lifecycle management. Edifecs Transaction Management ensures 100% visibility into your electronic interactions with your trading partners by tracking both real-time and batch transactions at each of the key processing points in your system and then by analyzing this information to provide a complete picture of the transaction lifecycle.

Edifecs Transaction Management helps you to automate error management and exception handling, and to deliver timely information directly to the people who need to take action.

Available standalone or as an integrated component in the Edifecs Healthcare Suite, with Transaction Management you can:

• Ensure transaction accountability by tracking every step of the transaction interoperability lifecycle.
• Shorten the time to adjudication and reduce the need for IT staff involvement in resolving problems and answering inquiries through automation.
• Track incurred risk exposure the minute claims or other transactions such as referrals and authorizations enter the door.
• Enable proactive intervention to changes in claim distribution patterns by providing real-time trend analysis.
• Simplify error resolution by providing business-focused data views and error reporting.
• Improve overall transaction quality by providing summary feedback and analysis to partners so that they no longer make the same mistakes over and over.
• Cut expensive adjudication re-work by catching errors upfront before they reach your backend systems.
• Automate partner notification of problem transactions through real-time alerts.

The Transaction Lifecycle Problem
Edifecs Transaction Management meets such needs by consuming events from each of your transaction processing components, correlating the events, aggregating them and then reconciling the multiple transactions that make up a given lifecycle to provide a complete, unified picture that can identify any problems that exist or trends that may occur.

Leverage Transaction Lifecycle Insight to Make Better-Informed Decisions

Having the complete picture not only leads to accountability, it can also lead to better-informed decision making. Unlike after-the-fact business intelligence systems, Edifecs Transaction Management’s dual-source repository provides fast reporting on real-time data activity as transactions come in the door, with seamless access to historical data when needed. Key performance indicators (KPI) can provide information such as the number of hospital claims being processed per day, the total claims charges in the door per day, the number of claims by type, error rates, and the number of claims by provider type and region.

Transaction-based KPIs provide a mechanism for managers and executives to gain awareness of changes in critical business patterns, empowering them to make better decisions in areas such as staffing, risk management, and financial planning.
**Improve First Pass Rates**

Resubmission of healthcare transactions such as claims and enrollments due to errors in EDI transactions results in increased cost and frustration for both you and your trading partners. Getting transactions through on the first pass is a goal shared by all participants exchanging data. By providing visibility into why errors are occurring, Edifecs Transaction Management provides a valuable tool to help you and your trading partners fix whatever system is impacting throughput and eliminate errors.

**Help Your Submitters Troubleshoot Their Own Problems**

Submitters have an incentive to submit clean files that will move quickly through your processing systems. However, many submitters do not have sufficient EDI skills to grasp concepts like loops, segments, elements, qualifiers and other terms specific to EDI.

Edifecs Transaction Management hides the complex EDI logic when troubleshooting issues and presents an easily understandable set of business-normalized data elements that enables submitters to understand why a submission has failed without the need to understand technical EDI rules.

**Eliminate IT Bottlenecks by Empowering Business Users**

As electronic sharing of data becomes a bigger part of the payer and provider business environment, your business staff needs to have more control of the interaction with less involvement of your technical EDI staff.

The Transaction Management allows both payer and provider staff who may be unfamiliar with EDI technology to track status and troubleshoot problems around electronic submissions. Users can see inbound and outbound EDI data as individual business documents, such as eligibility requests, claims status requests, claims and referrals, using either EDI terminology or business terminology. You decide what can be viewed and how you want to control access.

**Reduce Operating Costs Through Management by Exception**

Empower stakeholders both inside and outside the enterprise to view and resolve exceptions. As transactions proceed through the transaction lifecycle, problems inevitably occur, either as the result of a single processing step, or because something that was expected to happen does not occur, or because of an error in the interdependencies that exist between multiple steps or multiple transactions. Because Edifecs Transaction Management maintains a complete view across the entire transaction lifecycle, it is able to report errors in real-time and error trends over time—alerting you to problems before they have a serious impact.

For example, you can monitor throughput rates, error rates, and end-to-end latency rates through online charts and dashboards. And you can configure alerts to warn for a variety of exceptions or conditions such as an unexpected number of high dollar claims, if the percentage of failure rates for a specific submitter passes a defined threshold, or if an expected file does not arrive.

**Reduce Transaction Errors and Rework**

Transaction errors result in substantial delay and re-work for all trading partners. Traditionally, there is considerable finger-pointing and little resolution about the type and source of errors that result in transaction failure. Edifecs Transaction Management’s error analysis capabilities provide cross-transaction views of compliance problems to overcome these issues. Find the root cause of problems through drilldown from high-level summary analysis to individual error occurrences that link back to the EDI and business views of the transactions. By empowering internal business users and trading partners to view and troubleshoot problems you reduce the chance they will happen again.
The Edifecs Transaction Management solution includes the following key system features.

**Transaction Monitoring**
Edifecs Transaction Management includes a set of predefined dashboards for monitoring throughput rates, end-to-end latency, error rates and other key performance indicators. In addition, enterprises can define their own measures to be tracked based on their specific business needs.

**Notifications and Alerts**
Automatically send notifications to relevant users when specific actionable events occur in Edifecs Transaction Management. For example, a business user may wish to configure a business rule that distributes an alert to the appropriate parties when a threshold dollar amount for any set of transactions exceeds a predefined level.

**Transaction Search and Business Views**
Edifecs Transaction Management includes a rich web interface for finding transmissions, claims, and other transactions. Users can drill-down and view transaction data in a formatted business-friendly view that contain links to processing events, response transactions, as well as the source data. Transaction data is indexed for security so that even a billing provider that has submitted a claim through a clearinghouse that aggregates for multiple providers can logon and access just their piece of the overall transmission.

**Reporting**
Edifecs Transaction Management provides a set of well-defined healthcare-focused reports, as well as rich ad hoc reporting capabilities that provide you the information you need to make better business decisions. Rapidly tailor reports to display transaction and processing data grouped, sorted, filtered, and charted as required. Define summary calculations such as totals and counts, and perform trendng and other analysis.

Reports are available as HTML, and can also be exported in CSV and MS Excel formats. Each report can be run and distributed automatically based on a schedule and per your required business rules.

**Transaction Reconciliation and Response Documents**
Edifecs Transaction Management comes with a set of reconciliation rules for linking the 270 and 271 eligibility transactions, the 276 and 277 status transactions, the 835 and 837 claim and payment transactions, and the 837 and 277 transactions as well as others. The reconciliation features also track 997 and TA1 acknowledgements in response to inbound submissions. Inquiry and response transactions may also be linked to individual claim files and their acknowledgements, for end-to-end tracking.

**Event Tracking**
Edifecs Transaction Management’s event tracking features allow for the tracking of events across the entire transaction lifecycle. Event consumers, which can listen for events being raised by your existing solution components, are provided out-of-the-box for the IBM Common Event Infrastructure (CEI) Events and for Java Messaging Services (JMS) or can be easily written using a provided SDK.

**Unified Trading Partner Management**
Edifecs Transaction Management’s trading partner management features provide for a rich, customizable repository that can accommodate a wide variety of information such as contacts, attachments, and profile information. The trading partner database supports the definition of business roles, role-specific identifiers, and wizard-driven schema definition.
The partner database can be loaded through a data import wizard, through self-registration by your partners, through an online administrator wizard, and by auto-extracting partner information directly from your health-care EDI transaction files.

**File Submission and Retrieval Over the Web**

The web submission features are designed to enable smaller trading partners to upload 837 claims files, 834 enrollment files, and other transactions securely over the internet using their web browser. This alleviates the need to use a clearinghouse or more complex connectivity software and provides the benefit of immediate feedback as to whether the file is valid or requires error correction before it can be adjudicated.

**Healthcare Transaction Repository**

Edifecs Transaction Management includes the Edifecs Healthcare Transaction Repository (HTR). ETL technology extracts, transforms and loads EDI-formatted data into a business-normalized repository. The Repository stores and audits the transactions, including error results, key indexes and metrics. It also stores related events or other transaction information that has been raised through its APIs, such as events from the IBM Common Event Infrastructure.

**Transaction Validation and Acknowledgements**

Edifecs Transaction Management includes the Edifecs XEngine validation engine which takes transactions from your existing middleware infrastructure, validates them, splits them, routes the resulting transaction bundles, and creates any necessary acknowledgements. XEngine provides validation for WEDI SNIP Types 1 to 7 and creates 997, TA1 and 824 and other acknowledgements. Errors are loaded into the transaction repository to facilitate analysis and troubleshooting.

**Scalability and Performance**

Edifecs Transaction Management has been designed to process millions of transactions a day with configuration options available to customize what is tracked and how long it is stored.

**Edifecs in Your Environment**

The Edifecs Healthcare Suite operates seamlessly with any existing infrastructure by leveraging and extending the integration/middleware stack. The Suite’s applications, tools and technologies are tailored specifically to the healthcare workflow, thus providing a unique and differentiated ROI. Whether your enterprise uses IBM, Microsoft, Oracle, Sun or TIBCO, Edifecs can help you derive additional value from existing investments.
Edifecs Transaction Management is tightly integrated with other Edifecs products in the Edifecs Healthcare Suite, a set of powerful applications, tools and technologies that reduce friction in the administrative, clinical, financial and pharmaceutical transaction workflows, both within and between healthcare enterprises.

The Suite includes business performance management applications that automate and manage the full lifecycle of transactions – from community enablement, to testing and data validation, real-time transaction monitoring, claim repair and reconciliation – facilitating direct connectivity and providing rich transaction analytics.

Edifecs Ramp Management for Trading Partner On-Boarding

The Edifecs trading partner ramp solution helps take the headache (and expense) out of bringing up new trading partners. Trading partner ramp can be time-consuming, tedious and expensive.

The Edifecs solution streamlines the process by enabling your trading partners to test directly against your companion guides and business requirements online. By automating testing and other manual tasks, it helps free your staff to focus on more strategic priorities. And by providing detailed, instantaneous feedback to your trading partners it can dramatically reduce the time it takes them to resolve issues, allowing a quicker transition to production.

Edifecs Claims Correction for Claims Editing

Edifecs Claims Correction allows you and your trading partners to view Claims-related EDI transactions online through a business user-friendly interface. Based on your configured rules, trading partners and/or your designated internal users are able to correct known errors in the data that would otherwise prevent claim acceptance. This ability to identify errors and allow correction online where appropriate, can significantly increase the first pass rate for your processing systems, reduce claim resubmission and improve relationships with your trading partners. All correction activity is fully audited with linkages of all corrected data to the unaltered original transaction.
**Edifecs XEngine for Routing, Validation, Splitting and Acknowledgements**

Edifecs XEngine is the industry standard for production healthcare data validation, routing, splitting and acknowledgement generation, and comes packaged with Edifecs Healthcare Transaction Repository. Edifecs XEngine tests files for WEDI SNIP error types 1-7, and ensures interoperability with trading partners by validating for syntax, semantics, 60+ code sets and trading partner specific business rules.

With real-time edits and filters on the data entering or leaving your enterprise, you are assured that your back-end applications and data warehouses, as well as those of your trading partners, contain accurate and valid transaction data, and you can achieve maximum automation.

The splitting features can be used to break EDI data files into two or more end documents using custom rules that meet your internal processes, usage scenarios and contractual needs. Edifecs XEngine also automatically converts outbound files into XML.

**Edifecs SpecBuilder for Guideline Authoring**

Edifecs SpecBuilder is the industry standard for guideline authoring, publishing and desktop testing. With the richest library of transaction standards on the market, Edifecs SpecBuilder allows you to define and document the business requirements for your transactions, including specifying the business edits, code sets and other requirements important to the way your business works.

After your companion guides have been defined, they can then be used for both upfront testing and production validation with Edifecs XEngine. They can also be distributed to your trading partners in both human-readable and machine-readable formats to simplify their implementation process. Edifecs SpecBuilder also includes guideline migration, standards repository and test data generator components.

**Edifecs Healthcare Transaction Repository (HTR)**

The Edifecs Healthcare Transaction Repository (HTR) provides a centralized location to store transaction audit information, error results, and key indexes and metrics. Data is stored in a set of relational database tables that have been specifically structured for query and analysis. The Transaction Repository is populated by the validation, splitting, routing and acknowledgement components. The data is then read from the transaction repository by the dashboard, error analysis, and transaction center components.

**Edifecs CommerceDesk Framework**

Edifecs CommerceDesk Framework provides portal services, reporting, dashboards, partner management, user management and other common services for use by Edifecs business performance management applications. By leveraging a single unified framework, you can quickly add new applications, ensure a single point of administration, reduce training and support costs through a standard human interface, and leverage common information across applications.
About Edifecs, Inc.

Edifecs helps organizations achieve interoperability and dramatic return on investment by enabling, managing and deriving business value from standard electronic transactions within trading partner communities.

Edifecs’ products include the Edifecs Healthcare Suite – a set of powerful applications and technologies that reduce friction in the administrative, clinical, financial and pharmaceutical transaction workflows, both within and between healthcare enterprises. The Suite includes business performance management applications that automate and manage the full lifecycle of transactions; from community enablement, to testing and data validation, real-time transaction monitoring, claim repair and reconciliation, facilitating direct connectivity and providing rich transaction analytics.

Edifecs provides Global Markets product solutions for guideline authoring, data validation and partner enablement to manage, analyze and enforce the quality of transactional data being exchanged with a trading partner community.

2006 marks 10 years of Edifecs’ leadership and expertise in providing innovative technology solutions to over 1600 customers worldwide. Edifecs has over 300 customers and partners in healthcare that include 16 Blue Plans, 35 Medicaid, State and Federal Agencies, along with partnership arrangements with all leading middleware stack vendors. Founded in 1996, Edifecs is headquartered in Bellevue, WA.

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