

Edifecs XProcess Management

Providing end-to-end insight into internal and external processes

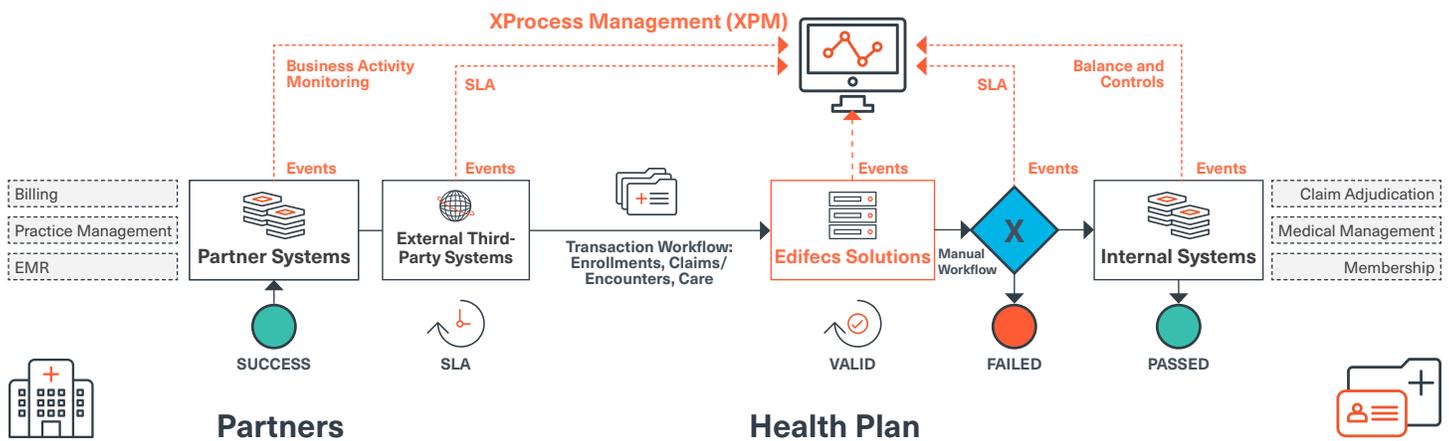
Introduction

In a perfect world, a health plan's EDI processes would be so straightforward that tracking any file from ingest to submission would be simple. In actuality, health plans have extremely complex processes involving multiple systems, both internal and external, that lack the ability to locate a single file at any point in the process and determine its status. This lack of visibility directly contributes to process delays, unreimbursed encounters, breaches of vendor SLAs, broken continuity of care and disrupted enrollment – all of which have a significant negative impact on the bottom line.

Edifecs XProcess Management (XPM) is a healthcare-focused business process management (BPM) solution fully integrated with the Smart Trading platform. It enables health plans to gain greater insight into their processes and leverage the results to sharpen their competitive edge and accelerate the speed of business.

Key Capabilities

- **Design business process workflow**, using BPMN, identifying major forks, conditions and critical reporting places
- **Configure thresholds** for end-to-end SLAs and define custom business item configurations
- **Receive events** from any system (REST/XML/JSON)
- **Track and report** the current status and time metrics of any item, including bottlenecks, errors and rejections
- **Identify rule violations** and find the point of failure
- **Correlate and drill-down** on business items
- **Report summaries** with interactive dashboards



Benefits

Edifecs XProcess Management includes a BPMN design tool which enables users to specify their business process workflows while the monitoring and dashboard functionality provides user-friendly visualizations to track and report on all processes, both internal and external, at any given moment. By providing a single, unified view of various processes such as enrollment effectuation, end-to-end claims tracking, encounter submissions, and care coordination, XPM yields critical business insights that help payer organizations improve efficiencies, reduce costly errors, and ultimately grow their business.

-
- | | |
|--|---|
| Reduce Costs & Increase Revenue | <ul style="list-style-type: none">• Reduce number of unreimbursed encounters and realize revenue sooner by identifying and fixing errors early• Identify financial penalties incurred and correlate back to specific errors• Accelerate quote to card time by coordinating member effectuation with external partners |
| Increase Process Efficiencies | <ul style="list-style-type: none">• Identify complex processes that need to be simplified and streamlined• Resolve process delays associated with inefficiencies or bottlenecks• Prevent lost or missing files with end-to-end tracking and reporting |
| Enhance Partner Relationships | <ul style="list-style-type: none">• Ensure enterprise-wide SLA compliance by closely monitoring performance• Improve accuracy and optimize claims-to-encounters ratio• Receive events from any third-party system (REST/XML or via proxy channels)• Avoid “black hole syndrome” wherein data is held up in between two systems, causing financial penalties and processing delays |
| Improve Care Coordination | <ul style="list-style-type: none">• Confirm gaps in care are closed without chasing down charts• Eliminate time and frustration spent on searching for missing patient information |
| Gain Valuable Business Insights | <ul style="list-style-type: none">• Visualize your data across all your processes simultaneously (claims, encounters, enrollment) in colorful dashboards and drill down on specific items• Receive real-time notifications of errors and rule violations• Correlate previously independent business items, down to the item level, to determine causality for specific errors or SLA violations• Gain visibility into external systems and their impact on bottom line |



Edifecs Inc. is a global healthcare software company committed to improving outcomes, reducing costs, and elevating value of healthcare for everyone. Edifecs delivers the industry’s premier IT partnership platform to providers, insurers, pharmacy benefit management companies, and other trading partners. By mobilizing its leading solutions at the front end of the healthcare information pipeline, Edifecs provides a unified platform for partners to flexibly pilot and scale new initiatives using their existing enterprise system. Since 1996, hundreds of healthcare customers have relied on Edifecs partnership solutions to future-proof their leading initiatives in the midst of a dynamic healthcare landscape. Edifecs is based in Bellevue, WA, with operations internationally. Learn more about us at edifecs.com.