Efficient Testing, Report Development & Quality Assurance Enabled HMO Entrant to Improve Operational Efficiencies

SITUATION

Organizations use off the shelf products often with significant customizations. When newer upgrades become available, it is important to perform extensive testing on the newer versions to make sure the deployment doesn't fail.

IMPACT

Inefficient correspondence engines can lead to serious operational issues and ultimately have a negative impact on organization performance and customer experience

RESOLUTION

Implementation of effective software straightened the operational creases, thereby, ensuring error free outgoing correspondence, efficient testing maintenance and support for a smooth running of the organization.

The Customer

The customer is a Northern California based commercial health maintenance. It is affiliated with one of the nation's leading healthcare networks.

The Need

The customer used Health Rules for claims adjudication. Health Rules provided weekly build as well as quality assurance for renewals of subscription, plans and product upgrades.

The company was also facing challenges with the existing correspondence engine. It required review and quality assurance of the correspondences before they could be sent for printing.

New reports were required to support the operations and there was an urgent need to upgrade the existing reports.

The Solution

The ITC Infotech team integrated with the customer's operations team responsible for overall HealthRules testing, correspondence quality assurance, report development and maintenance. We used tools as HealthRules, Crystal Reports, Test Link, Bugzilla and MS SQL to deliver the following:

- Product (HR) testing,
- Correspondence quality assurance,
- Build testing,
- Subscription and plan renewal testing,
- Regression and product upgrade testing and support report development
- Maintenance of current reports.

The onsite offshore model of engagement ensured a cost effective and efficient alternative for all business needs.

Business Benefits

Our solutions helped the customer in multiple ways:

- It facilitated a high quality business process through automated means by reducing errors in outgoing correspondences.
- Better testing support and maintenance
- Quality operational reports to support day to day work

ITC Infotech's Health Insurance Practice

ITC Infotech has substantial experience and exposure in the Health Insurance (Payer) industry and provides IT services and solutions to various Insurance providers worldwide across public and private segments. Our services are aligned to the strategic goals of Payer Organizations - optimize operation, control cost and improve outcome.

Driven by a strong leadership teamour team blends certified domain experts, analyst and consultants, bringing unique capabilities to discover and resolve day to day business concerns. Weoffer a wide range of IT services, differentiated through proven industry knowledge and robust delivery management. Powered with the domain expertise of consultants in the areas of Customer Experience, core claims administrations, operations, packaged product services (HealthRules and Facets), and we offer domain specific solutions catering to current and emerging business trends and needs of health Insurance customers.

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