



**Client**  
Healthcare Company

**Challenge**  
Automate encounter processing to increase accuracy, reduce sanctions, streamline resource needs, speed time to market for new requirements

**Solution**  
J2EE, Decision Management

**Results**  
Increased automation which led to greater revenue, reduced sanctions and improved time to market.

**Client:** Healthcare Company

**Challenge:** Our client is contractually obligated with each State to provide encounter data for all individuals who receive service from a provider.

The encounter data ensures Managed Care Organizations are meeting levels of care and is used by some States to set premium rates.

Our client faced a growing number of challenges:

- Each State has different rules that define encounter submission requirements.
- Internal encounters processes were manually intensive.
- Complex original implementation led to slow time to change, dedicated resources for each State and slow response times.
- Slow and inaccurate submissions led to higher risk of sanctions.
- Expanding to new markets required an equivalent increase in staff.

**Solution:**

Reengineer and modernize existing functionality to better support data import, error detection, error correction and data export.

The solution implemented J2EE for core functionality and business rules for automated error detection and correction logic.

**Results:**

Led by TechBlue Decision Management expertise, the business rules implementation helped reduce encounters processing time from weeks to a day or less.

Cost savings were maximized by streamlining resourcing needs and reducing sanctioning risks by improving correctness, precision and speed.

Faster maintenance cycles and an architecture that supports rapid new market expansion increases revenue and competitive industry positioning.

**Technologies**

Redhat JBoss, FICO™ Blaze Advisor, Eclipse

**About TechBlue**

TechBlue is a consultative firm that delivers technology and strategic solutions that optimize operational performance. We excel at transforming organizations to be smarter, be faster and be better in dynamic and rapidly changing business environments.

Our website is [www.techblue.com](http://www.techblue.com).

Contact us:

+1.412.255.3799

[info@techblue.com](mailto:info@techblue.com)

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