TECHBLUE

Customer Story

Client: Healthcare Company

Challenge: Our client is contractually obligated with the Federal Government to process healthcare claims under the TRICARE program. As a TRICARE contract holder, strict rules and regulations mandate minimum levels of performance, accuracy and response time.

Upon engagement with TechBlue, yearly penalties levied for non-compliance and adverse performance results minimized ROI and adversely impacted competitive strength and positioning.

Our client had adopted a rules-based solution to automate claims processing decisions; however the solution had remained stagnant due to complexity, low value decisions and insufficient user knowledge. The client chose to initiate a transformation effort to reestablish solution momentum, better meet Government expectations and improve customer satisfaction.

Solution:

TechBlue was engaged to provide strategic and tactical transformation expertise. Our consultants re-engineered processes for an end-to-end rule development lifecycle. The rules implementation was anchored by a robust repository framework to facilitate a foundational architecture that supports current and future decisioning requirements.

Results:

TechBlue efforts helped our client increase business and IT collaboration, and increase knowledge of strategic and tactical application of decisioning technologies.

The solution is improving ROI by reducing risk of fraud, eliminating processing errors and increasing claim throughput, resulting in greater competitive positioning, good stewardship with the Government, and a stronger foundation to expand into Predictive Analytics and Decision Optimization.

Technologies

IBM Z/OS, IBM DB2, IBM COBOL, FICO™ Blaze Advisor

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.

Contact us:

+1.412.255.3799

info@techblue.com