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Keane Client Story:

**Industry:** Healthcare and Life Sciences

**Offering:** Application Development & Integration | Legacy Modernization



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# Modernized Claims Pricing System Saves Time, Money, and Improves Member Satisfaction

Legacy modernization project automates processes, improves process accuracy, and aligns system with future-state architecture.

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## Abstract

This health insurer wanted to modernize its legacy claim pricing system because it required significant manual intervention to price claims and make changes to provider contracts. By working with Keane to integrate its legacy adjudication system with a best-of-breed packaged claims pricing solution, this health insurer enhanced its claim pricing capabilities, improved pricing and payment accuracy, and introduced efficiencies that improves member satisfaction as well as our client's bottom line.

## Challenge

Healthcare costs continue to rise. Reimbursement terms between insurers and providers are becoming increasingly complex. Accurate and timely pricing of

healthcare claims is critical to improving financial performance as well as member satisfaction.

Claims pricing systems that require the manual loading of providers' reimbursement terms can lead to significant administrative costs and inaccurate payments that affect insurers' bottom lines.

Our client's legacy claim pricing system shared this limitation. The system required significant manual processing to modify provider contracts with each renewal or new member. Business users had to involve the IT department to make simple pricing changes. The application did not support industry-standard pricing codes — an efficiency healthcare providers demanded. And the application lacked transparency to verify that what was configured in the claims system matched the negotiated contract.

By integrating its legacy adjudication system with a best-of-breed packaged solution, this health insurer enhanced its claim pricing capabilities, supported industry-standard pricing codes, and automated pricing of provider claims.

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## Application and Infrastructure Solutions

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The client wanted to address these issues using an automated claims pricing system that would improve pricing accuracy irrespective of complexity of contacts, while aligning with the organization's future state architecture to sustain flexibility and control technology support costs.

## Solution

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Our client elected to integrate its legacy claims systems with TriZetto's NetworX Pricer, a Java-based, component application that automates the pricing of healthcare claims.

Keane designed the solution on an n-tiered, future state architecture, which divides an application into tiers, so developers only have to modify or add a specific layer rather than rewriting the entire application. This greatly saves time and costs.

In this case, Keane built Webservice clients and adapters that allowed the legacy adjudication system to communicate with Pricer through the client's existing middleware, essentially saving significant development time and redundant documentation.

Keane's assignment as the program's primary services provider encompassed key onsite architects, designers, and program leadership with the bulk of development and testing resources at our nearshore application development center in Halifax, Canada.

The services provided by Keane included:

- » Solution and integration architecture in collaboration with our client
- » Adjudication system design and development

- » Comprehensive testing from strategy through execution
- » Setup and configuration of applications
- » Integration with enterprise service bus
- » Build and release management
- » Reporting and report development
- » Deployment planning and execution
- » Ongoing post-deployment support

## Results

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As a strategic technology partner, Keane was instrumental in implementing a best-of-breed pricing solution that enabled this health insurance provider to improve market competitiveness by reducing inaccuracies, lowering costs, and more easily implementing new pricing contracts.

Specifically, this modernized pricing system enabled the client to:

- » **Improve accuracy and transparency by** automating pricing of even the most complex claims, regardless of volume
- » **Lower costs with a time-saving development approach**
- » **Support timely and flexible responses** to providers' demands for new products and prices requirements without involving IT
- » **Improve customer service by:**
  - Aligning with industry-standard pricing
  - Supporting different types of provider contracts
  - Resolving provider calls sooner through greater transparency of claims data

By modernizing its claims pricing systems on TriZetto's NetworX Pricer, our client now complies with the ICD-10 federal mandate for coding diagnoses.

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A blended onsite-nearshore model saved the client approximately 30%.

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## About Keane

Keane, an NTT DATA Company, is an IT services firm headquartered in the US with more than 12,500 professionals worldwide. For 45 years, Keane has been an Application Services specialist with distinguished project management credentials. Today, we offer a flagship suite of Application Services, as well as Infrastructure and Business Process Outsourcing solutions delivered through onsite, nearshore, and offshore resources.

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