



## **Client**

One of our clients is an organization that provides pre-authorization services to insurance companies, TPAs, self-insured employers.

## **Situation**

Insurance carriers use various protocols software to validate, approve and manage care. Carriers also used software to direct patients to approved vendors of various ancillary services. This is done with desktop software with various nurse case managers and adjusters using desktop applications. This resulted in significantly reduced efficiencies in cost management from the carrier's side. Significant inefficiencies in communication existed between carriers, providers, patients and peer-review. This delayed the review process and caused poor management of costs.

## **Software As A Service - SAAS introduced**

To simplify, automate and speed up decision making “**decision engine**” was created. The decision engine utilizes validated medical protocols provided by SHPS Optimed to make pre-authorization/pre-certification decisions for customers who have utilization management needs. These are put online to be able to be accessed by Carriers and providers in such a way that they can asynchronously communicate with each other. As a part of converting to SAAS, we had to introduce various other vendor softwares such as RightFax to complete the service.

To reduce the time to obtain ancillary services “**Channeling Engine**” was created. The channeling engine literally directs the service requested from the clinician to the nearest most efficient vendor that has been credentialed and provides the most attractive pricing and service. These services currently include: Durable medical equipment, pharmacy, diagnostic testing, peer review and Independent medical examinations. All of these services are invaluable to cost management efforts of any insurance carrier.

## **Services Provided**

DWP (formerly known as INIT and KSS) offered services toward strategizing and creating the products. We helped our client to develop a mix of manual and semi-automatic processes into standardized configurable software Service. This allowed our client to move from being a local player to a national player with ability to handle case load from major carriers. These products are designed, developed and deployed in intranet space and internet space. We revamped our client's network infrastructure to meet the new demands.

## **Technology Used**

Windows ASP, SQL Server, J2EE technologies, Websphere, Right Fax (faxing solution), Linux, Oracle and many other miscellaneous technologies to integrate all the above mentioned technologies. Hardware used was Sun Solaris and Dell Windows Servers and PC based Linux servers. We have been able to take small business technologies and re-architect and redesign them for enterprise level scalability.

## **Goals Achieved**

Three major benefits are delivered due to the introduction of the products. Many of the carriers are befitted by the reduction of Cost, complexity, and time to deliver service in all managed care cases. Our Client became a national level company that can handle case load from national level carriers with operations in multiple states using the configurable product designed by us.

**DW Practice, LLC.**

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