CTG Implements Macess Product at Large Payer Organization for Document Processing and Content Storage

The Client

The Independent Health Association (IHA) is a large payer organization based in Western New York. Established in 1980, IHA consistently rates among the top health plans in the U.S. for customer service and member satisfaction. IHA's offerings include HMO, POS, PPO, and EPO products; Medicare and Medicaid plans; traditional indemnity insurance; consumer-directed plans; coverage for self-funded employers; and health savings account (HSA) and pharmacy benefit management (PBM) services. The organization provides health benefits and services to nearly 400,000 total individuals.

The Business Challenge

IHA made the strategic decision to replace its image and data capture/storage software. This software platform and the scanning and archiving processes had been supporting virtually the entire organization for years. The goal was to replace Entrendex (a document scanning and Optical Character Recognition (OCR) application) and IMAX (a content repository/storage and workflow application) with FIS Global (formerly SunGard) products (FormWorks and Macess). This would allow IHA to reduce administrative costs, improve HIPAA compliance, enhance security, provide for conversion from paper claims into EDI 837 file format, implement OCR for image capture, streamline business process, and improve customer satisfaction.

During this time, IHA had also made the decision to replace its legacy claim processing system, Power MHS, with a new system, HealthRules.

IHA needed to implement both of the new products concurrently and integrate them with Power MHS and HealthRules, allowing for coexistence within both claims processing systems. This project was a complete rebuild of the infrastructure (hardware) and rewrite of all the interfaces into FormWorks and Macess.

The CTG Solution

CTG managed the entire product implementation by working with the product vendor, delivering the new architecture, building new interfaces, and integrating FormWorks and Macess within IHA's other enterprise applications, including HealthRules, Power, and their CRM application, Siebel.

- CTG collaborated with the other project teams, including teams that are part of the CTG technology partnership initiative, to deliver the required short-term and long-term solution for Macess integration with other enterprise applications.
- The project team focused on delivering the minimum functionality that was needed by the business to support HealthRules releases (through Agile Scrum methodology) in a timely manner.
- CTG resources demonstrated excellent skills in reverse engineering the old product interfaces to identify various components that required rewrite of the application interfaces.

The Results

CTG completed the project within budget and on time to successfully coordinate with other strategic project initiatives occurring simultaneously. We continue to manage all upgrades related to the software. With this project, CTG delivered additional benefits, including:

- Prior to this implementation, there was no adequate documentation available on IMAX interfaces. CTG created extensive documentation on the Macess product integration into IHA's enterprise architecture, including the integration with Power and HealthRules.
- CTG implemented the project on time to support the content storage needs (store member correspondence generated by HPExstream product) and content storage requirements which were key to the success of the HealthRules implementation.
- CTG was able to provide the key resources for the project—IT architect, IT project manager, IT business analyst, IT QA, ETL Informatica developer, and SOA developer.
- CTG helped to automate the Macess operations for document import and docflo.
- CTG replaced a batch solution with a real-time interface solution between Siebel and Macess that helped the Customer Service center to access the images in Macess in real time.

In Their Words

"CTG provided 90 percent of the resources required to complete this project, including the architect, quality analyst, business analyst, project manager, and developers, who all contributed to a seamless implementation of the Macess product into IHA enterprise applications. This project involved two major product implementations (Macess EXP and FormWorks) at the same time, which was never attempted before. The CTG resources documented the IT infrastructure, which has been referenced many times by the business and the IT department. This documentation is very accurate and has been used during upgrades, integrations (HealthRules, Enterprise Service Bus, Siebel, HP Extreme (ECM)), and business brainstorming sessions. CTG staff allowed IHA to meet its goals, which were to reduce administrative spend; remain current with HIPAA standards; automate IT operational processes; integrate with Siebel (customer service tool) in real time; implement OCR (Optical Character Recognition); and obtain a more stabilized infrastructure which conforms to mission-critical application design."

Barb Gambino, Program Manager, Claims Business Process and Technology

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