

San Jose Medical Group



► The Client Requirements

Initially, San Jose Medical Group was completing almost all of their referrals and authorizations manually. More than 60% of their referrals were entered into a database program manually and were then faxed to providers. The process was time consuming and left much room for error. San Jose Medical Group needed to improve their workflow and hoped to speed up their processing while cutting down their chances for inaccuracy.

Furthermore, San Jose Medical Group wanted to make sure that the implementation of technological improvements would occur globally within their network. It was crucial that any new solution was uniform in design and easy-to-use by every physician in the medical group.

In more closely examining the challenges of manual processing, San Jose Medical Group noted how much overhead required to maintain a large administrative staff. It became clear that a more efficient processing system would ultimately be far more cost-effective as well.

San Jose Medical Group hoped to:

- Create a faster, more efficient system for all medical management processes. This would make daily efforts easier, more productive, and more accurate.
- Reduce administrative overhead. It was necessary to minimize the number of human touches required for patient authorization, referral and claims processing.
- Find a software solution that was easy to implement throughout their entire network of physicians. It was imperative that any improvements were going to make life easier, not inconvenient.

San Jose Medical Group reviewed several vendors' tools. They selected the Unlimited Innovations (UI) CERECONS solution because they decided that a web-based application would be one of the easiest ways to connect their community of physicians while providing management with all the tools required for a better workflow system.

► The UI Solution

In April 2005, UI implemented CERECONS, its award-winning software. CERECONS is a scalable, Web-based solution that provides an easy interface to patient information. Along with real-time processing and alert status notification, this advanced system allows online electronic authorization and referral submission for quick turnaround.

► The Client

San Jose Medical Group is one of the largest integrated medical groups in Northern California. With 3 locations, 70 employed physicians and over 400 office staff, this premiere healthcare provider organization is leading the way in the real-life application of information technology for healthcare. Their mission is to provide the highest quality care to their patients. This priority for a higher level of patient care has encouraged the San Jose Medical Group to stay open to technological improvements of their administration and more options for medical management. Focused on exceptional preventative health, treatment and hospital care, the San Jose Medical Group has a quickly expanding patient base with families who require care for everything from the common cold to more complicated conditions. The associated physicians of this fine medical group maintain a high level of strength as a company ensuring that everyday fulfills their promise to provide better, more comprehensive healthcare.

"CERECONS has proved to us that they are customer focused. From sales to technical support, everyone is dedicated to providing the highest quality customer service."

*— Mike Patel
CIO & Vice President, Business Services
San Jose Medical Group*

The Success of Innovative Solutions

Improved Processing Speeds, Less Paperwork, and Happy Patients

► The UI Solution (cont.)

CERECONS offers numerous tools to better manage time and the overhead required for effectively handling patient insurance plans. Online, paperless eligibility retrieval, authorizations requests, claims submission and payment status are offered when CERECONS is used in conjunction with a contracted IPA, group, or health plan. By eliminating the need for most forms of phone calls, faxes, and delays related to patient care and status information, CERECONS can improve an office's ability to increase productivity by helping handle its daily patient processing and allow additional resources to be spent on the most important thing -- patient care.

The product enables real-time interaction for electronic, pre-filled referral forms, referral status and member eligibility. Physician offices can automatically direct approval and printing capabilities based on business rules and obtain critical information in real time. The software also enables electronic notification regarding status and changes, so that patients stay informed.

► The Technology

UI is a Microsoft Solution Provider with Gold Certification status. The CERECONS Web-based application was developed using Microsoft tools and technologies. The software front end was developed using JavaScript language.

There are four different types of users that access the CERECONS Web application: The physician, Utilizations Management nurses, specialists and Claims professionals. These groups each have Web access areas, or neighborhoods, with customized features for simple functionality.

With seamless integration between the legacy managed care system and CERECONS, the solution not only met, but exceeded the expectations of the client. At least 70% of HMO referrals are now facilitated over the Internet. The remaining 30% are attributed to sub-specialists who are unfamiliar with the medical group's processes, physicians who do not operate online and retroactive authorization requests.

► The Benefits

The CERECONS solution provided San Jose Medical Group with a variety of benefits that enhanced patient satisfaction, increased productivity and streamlined the business.

- The solution was user-friendly, which made deployment of software services far easier.
- The program improved turn-around time for referral decision-making and communications.
- CERECONS reduce paper work, reduced faxing of referral requests, and reduced the number of human touches per authorization, eligibility or referral task.
- The new solution lowered the number of phone calls in UM and Claims Customer Service by giving physicians and their office staff online access to all information regarding referrals and authorizations for their particular patients.
- Overall, the program also bettered communication between provider offices and the entire network of San Jose Medical Group.

Unlimited Innovations Inc., a California-based company established in 1996 is a leading Software Solutions Provider. We provide Systems Integration, Consulting and Development services on all platforms ranging from the latest XML and ASP-based web applications, Oracle and SQL Server database applications to Integration with Legacy Mainframe and UNIX systems.

Our Microsoft Certified Staff is available to meet your needs in all the latest Microsoft Technologies including Windows 2000, SQL Server 2000, Exchange 2000, Visual Studio and the .net Enterprise Servers.

From mid-size to Fortune 50 organizations, our experts are experienced in designing enterprise-wide architectures and developing IT Strategic Plans.

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