

The Success of Innovative Solutions

USI Administrators can now enhance customer service while implementing more cost effective business procedures

USI Administrators, Inc.

Unlimited
Innovations
inc

► The Client Requirements

USI Administrators required a software solution that would enhance customer service, provide more effective administrative processes, and allow greater visibility of patients and providers relating to their care. The major obstacle they faced was the referrals and claims processing between the USI Administrators, HealthNet Administrators and physician offices. The growth of patient population initiated the need for a more scalable infrastructure in systems and processes. It was critical to have the capability for the business areas to be more cost-effective, increase the percentage of timely referrals and reduce time to pay claims to the physicians.

USI also expressed a need for alternate means of referral and claims reporting. The physician offices and HealthNet Administrators depended on faxes and phone calls to obtain needed information for patient care. With the proportional increase in referral, eligibility and claims processors, USI understood that their current infrastructure would not support this kind of seamless growth. A solution was critically needed to avoid backlog.

► The UI Solution

Unlimited Innovations, Inc. (UI) implemented their industry recognized product, CERECONS. This software is a scalable web-based solution that provides an easy and quick interface to eligibility, referral and claims information. Along with real-time processing and alert status notification, this highly advanced system allows online electronic claims submission capabilities for quick turnaround time of payments and approvals.

There are three different types of users that access the CERECONS web application. There is the USI Administrators, HealthNet Administrators and the physician offices. These groups have web access areas and have customized features geared to the users for easy functionality.

The physician neighborhood has the capability to lookup patient eligibility, submit referrals & claims and view the status of referrals & claims. Approved referrals can be automatic and allowing for creation of authorization letter. Both the USI Administrator Neighborhood user and HealthNet Administrator Neighborhood have the ability to lookup patient eligibility and referral status. The auto approval procedure eliminates the approval process burden from the USI Administrator, while the CERECONS users communicate securely along using the in-built instant messaging capability.

With seamless integration between the Legacy managed care system and CERECONS, the solution desperately needed was implemented to meet and exceed expectations of USI Administrators

► The Client

'Excellence Every Day' is the foundation on which USI Administrators, Inc. was created in 1994. It is in their slogan, part of their mission statement, and the daily business standard by which to achieve.

USI Administrators is a Third Party Administrator (TPA) in Southern California that manages the health care needs of approximately 25,000 lives. This group is contracted with one of California's largest health plans, HealthNet. The group has about 4,500 providers of which approximately 400 are Primary Care Physicians.

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► The Technology

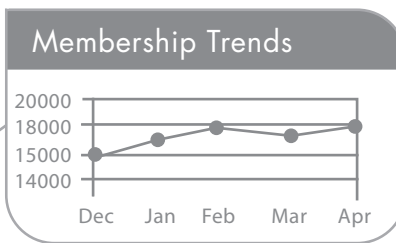
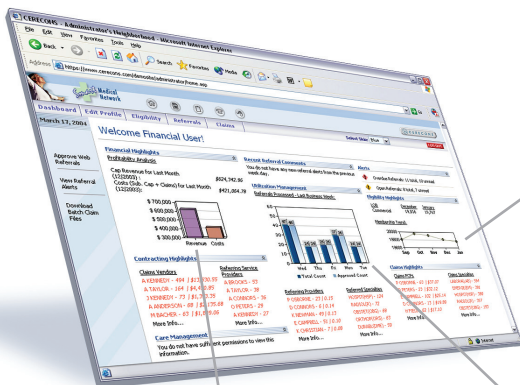
UI is a Microsoft Solution Provider and CERECONS was developed using Microsoft tools and technologies. The software front end was developed using Active Server Pages and JavaScript scripting language. The backend was developed using Microsoft SQL Server 2000. The application is hosted on Internet Information Services (IIS) 5.0. Seagate Crystal reports is the reporting tool used. The development tools used were Visual Interdev, Visual Basic, Microsoft Query Analyzer and Visual Source Safe 6.0.

► The Benefits

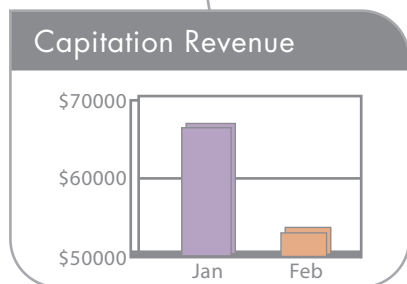
The CERECONS software enables Medical groups to:

- * Streamline and strengthen the paper, fax and phone based business transactions using the latest secure web technologies
- * Obtain real-time referral processing and approval reduced costs and increased the percentage of referral timeliness
- * Support for electronic claims processing reduces claims payment time
- * Have decision support reports that analyze medical data help control high costs
- * Maximize the capability to reconcile capitation data between the HMO and members to help medical groups collect missed or underpaid payment

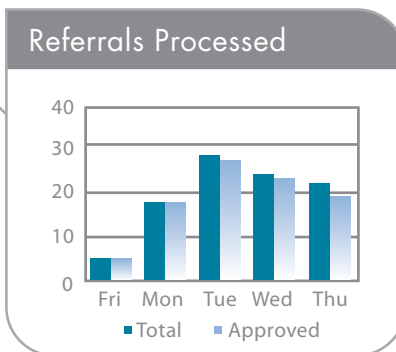
► Dashboard Highlights



Track eligibility growth and other demographic changes



Compare revenue and expenses for the current period based on capitation and claims



Monitor efficiency of handling authorization requests

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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