

The Innovation

A health care application implemented in the ASP model that allows McKinley Medical Group to track profitable and unprofitable lines of businesses, and to improve the timeliness of care.

McKinley Medical Group

Unlimited
Innovations
inc

“Unlimited Innovations’ health care solution represents a new breed of applications that build on the value provided by Microsoft’s .NET platform.”

— Ahmad Hashem, M.D., PhD
Global Healthcare Industry Manager at Microsoft

► The Challenge

With a growing number of patient memberships, McKinley Medical Group was faced with the need for a scalable infrastructure in systems and processes, which would allow them to make their business cost-effective and increase the percentage of timely referrals and claims. The challenge was to build a generic, scalable solution that would automate and analyze their business processes. The solution would have to be web-based, to seamlessly integrate transactions between the physician’s offices and the Medical Administrators.

McKinley already had a legacy Claims Adjudication System in place, and most of their physicians had their own Practice Management Systems. Thus the solution developed had to be able to interface with all these different systems seamlessly, providing the end user with a single graphical interface. With their in-house IT Team already burdened with the task of maintaining existing systems and infrastructure, McKinley turned to Unlimited Innovations to build a custom solution that would address their business needs.

► The Answer

The first step in implementing the solution was to define a scalable database model that would mirror the existing database maintained by McKinley’s Claims Adjudication System. This design also had to support interfaces for inloads and transactions both from the physician’s offices and from the legacy claims system. This data model was implemented in Microsoft SQL Server 2000 and maintained on a server constantly monitored and maintained by Unlimited Innovations.

The ASP model was separated into 2 neighborhoods, one for the physicians and the other for the Medical Administrators. The web server was also hosted and maintained by Unlimited Innovations, since server uptime was critical. Adaptors were built to interface the online application with the legacy claims system, and a custom application was built to constantly keep the 2 systems in sync, with hourly and nightly data loads.

► The Partner

McKinley Medical Group is a young, but rapidly growing Independent Physician Association (IPA) in Southern California. It was incorporated in 1998 by its CEO, John Mukherjee with a mission to provide comprehensive, high-quality, cost-effective health care services, which are responsive to the needs of the community.

Developing an integrated health care delivery network that is responsive to the current capitated Managed Care environment, McKinley has consistently pioneered the implementation of leading edge technological solutions in pursuit of its goal of providing quality health care to the masses. In a short span, McKinley has registered remarkable turnovers, without compromising the quality of care available to its members, achieved through the incorporation of principles of continuous quality improvement into daily organizational operations.

McKinley deals exclusively with Medi-Cal patients, and contracts with two state sponsored health plans that have Healthy Families and Healthy Family Kids Benefit options. Currently providing health care services to slightly more than 20,000 members, McKinley has a well distributed network of nearly 140 physicians, including 40 Primary Care Physicians.

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► The Answer (cont.)

The Physician's Neighborhood was built with interfaces through which physicians can check real-time member eligibility online, and also submit online referrals and claims. Physicians are also given the option of generating claims as electronic files from their Practice Management System and uploading them directly into the online application. Physicians also have access to Eligibility lists, which they can export as an Excel document. They also can print member referral letters, which are generated automatically when a referral is approved.

The Administrator's Neighborhood was built around a comprehensive Decisions Dashboard, which captures business highlights and alerts in a single screen. With role-based security implemented to hide sensitive information, the Dashboard resulted in immediate cost savings for McKinley Medical Group as they were able to quickly identify unprofitable lines of businesses. Detailed drill-down reports were built into the Dashboard and linked to the dashboard alerts to provide administrators with actionable information to support the alerts displayed.

Another useful feature built into the Administrator's Neighborhood was an interface to process referrals online. Referrals submitted online by the physicians are delivered immediately to the administrator's Inbox, and can be immediately processed. Alerts on the Decision Dashboard warn administrators of Overdue Referrals. Claims submitted online by physicians are automatically inloaded into the legacy claims system, and after they are processed, the online application is updated with their current status. By building these interfaces to submit referrals and claims online, this solution completely bypasses the paper trail that normally leads from the physician's Practice Management System to the administrator's Claims Adjudication System.

This system is also supported by a sophisticated email notification system that is driven directly off the database. Notifications include referrals and claims confirmation emails sent out to physicians, administrators and members, and end-of-day notifications, which summarize the state of business at end of the business day.

► The Technology

The solution developed was a web-based software application with Microsoft SQL Server 2000 as the back end and a front end developed using Active Server Pages. The web application was hosted on Microsoft Internet Information Service 5.0. Seagate Crystal Reports was used as the primary report-generating tool.

► The Benefits

- Always in sync with the legacy system - data is never more than a day old
- The online interfaces protect the end user from the diverse nature of the underlying systems
- Provides powerful searching and filtering capabilities to search through the database
- Decision Dashboard can be used to easily identify state of business
- Customizable reports provide administrators with actionable data
- Reduces the paper trail by automating business processes related to claims and referrals online.

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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