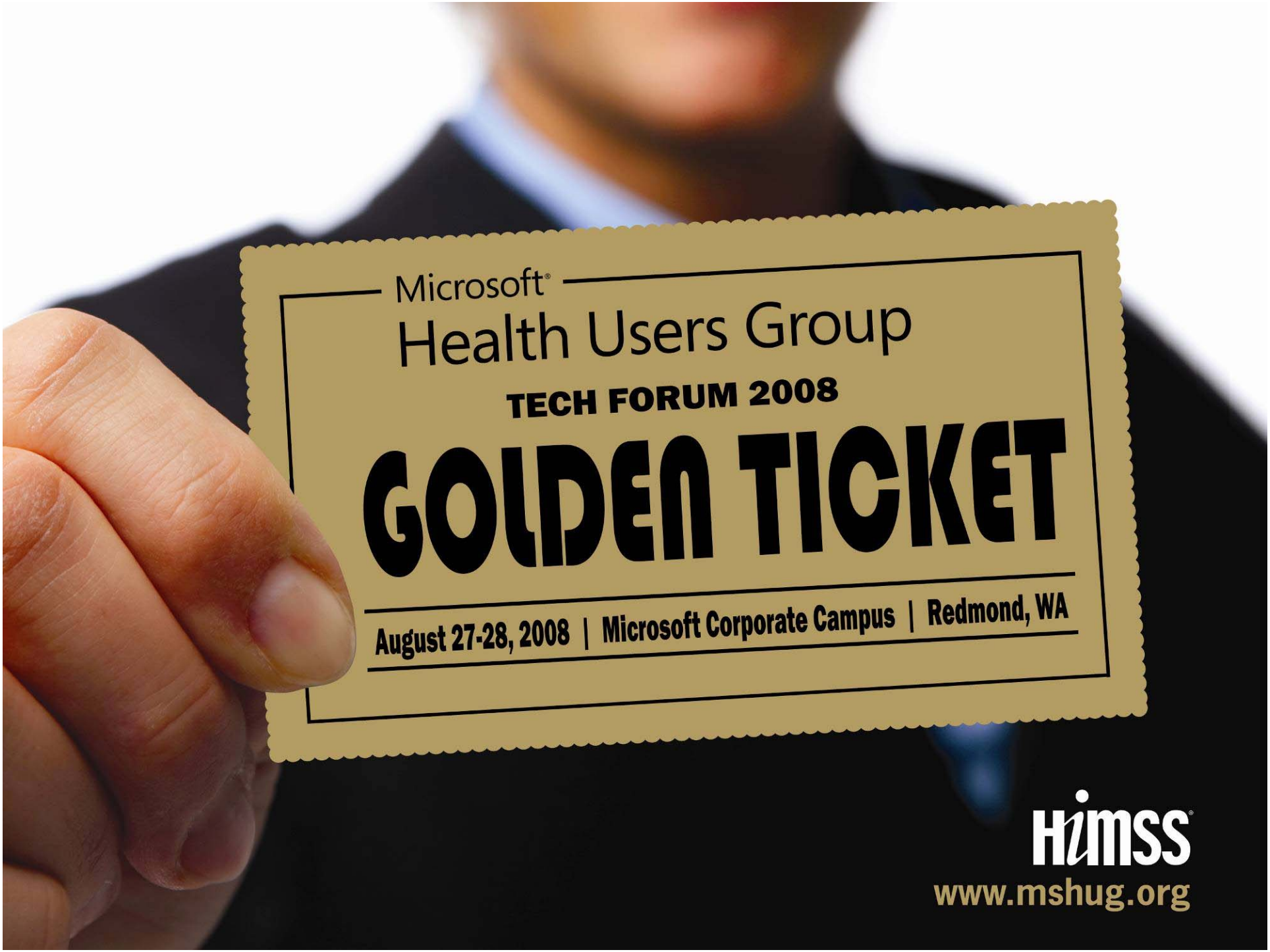

Microsoft®
Health Users Group
TECH FORUM 2008
GOLDEN TICKET
August 27-28, 2008 | Microsoft Corporate Campus | Redmond, WA
HIMSS®
www.mshug.org

Enforcer:
Implementing a .NET Revenue Management System

DI1

Presenters: David Iskowe and Daniel J Sullivan

DI1 David Iskowe, 8/11/2008

Outline

- Introductions and Overview
- Business Overview
  - What is Revenue Cycle Management?
  - Domain-Specific Challenges/Problems
  - Why Build vs. Buy a system
  - Lessons Learned

Outline (Continued)

- Technical Overview
  - Design Concept
  - Key Technologies
  - Demo
  - Lessons Learned

Outline (Continued)

- Results
  - Value measurement – customers
    -- employees
    -- competitors
- Questions?

Introduction

- Who is David Iskowe?
- Who is Dan Sullivan?
- How did we end up partnering on this project?

Business Overview: What is revenue cycle management?

- Reducing delinquent AR/ Accelerating Cash
- “Best Possible”, fair reimbursement.
- Minimizing the impact of a non-transparent system.
- Business service outsourcing of niche, complex AR component.

Business Overview: What problem is Enablecomp trying to solve?

- How do you determine what the Fee Schedule Amount for a bill is for a Jurisdiction?
- How do you determine what amount (given contracts and other guidelines) should be paid on a bill (Expected Amount)?
- Finally, is it possible to use automation to determine the underpayment reason (cause of variance)?

Business Overview: Why build a system?

- Protecting the value of internal Enablecomp intellectual property.
- Lack of affordable alternatives within the market.
- Lack of specialized knowledge in Workers Compensation rules/guidelines.
- Desire to build something that would be tailored to the needs of Enablecomp.

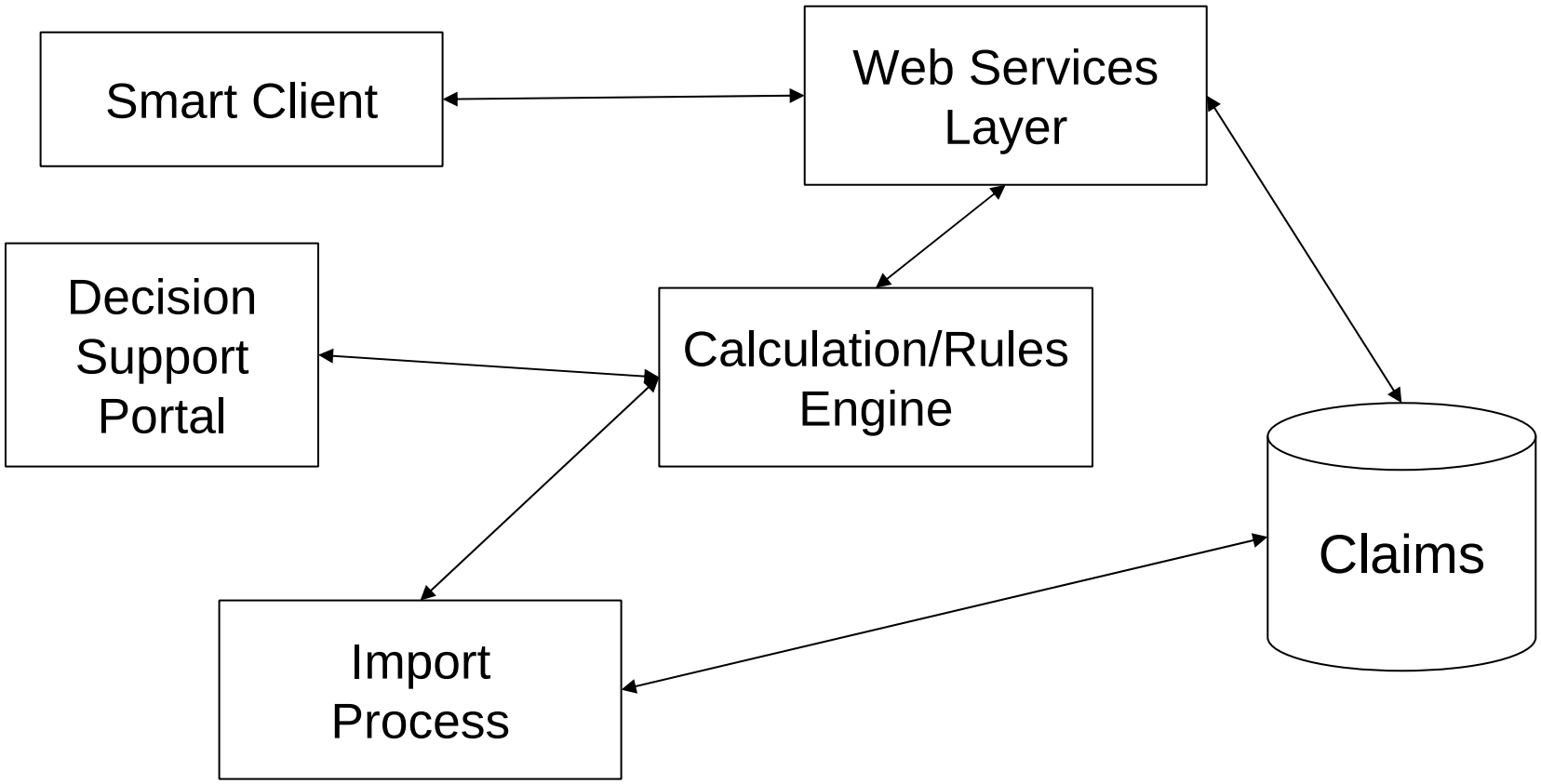
Business Overview: What was the vision of the system?

- A fee calculation structure framed by Medicare methodologies
- Payer and Multi-Jurisdictional Contract management
- Technical appeal letter processing
- Web based and secure
- A framework for knowledge discovery

Business Overview: Lessons Learned?

- Balancing “domain/user” functional requirements vs. Optimal engineering
- Building and using application in “real time” – a case of “extreme over agility?
- The challenges (and opportunities) of off-shoring” engineering leadership
- Protecting Intellectual Property
- Learning that software is never finished

Tech Overview: Design concept?



Tech Overview: Key Technologies?

- .Net Web Services
- SQL Server 2005
- ASP.NET
- Windows UI – Smart Client
- .NET X-Copy Deployment
- .NET Encryption
- Analysis Services Data Mining
- Reporting Services

Tech Overview: Key Technologies?

- How did these technologies help?
  - Enabled true rapid development
  - Allowed us to work with fewer resources
  - Allowed us to adjust rapidly to changes
  - Supported a strategy of convergence towards one technology
  - Scalable
  - Supported knowledge discovery via Data Mining

Tech Overview: Demo

Tech Overview: Lessons Learned?

- Smart Client and Efficient data access?
  - Downloading larger and compressed data sets
  - Reducing unneeded transactions
- Dual Tech (Web Site and Windows Application) Divided limited Resources
- Building more customization into the calculation engine

Results: For Our Customers?

- We are more agile in responding to changes in contract logic
- We can allow them to create/print appeal letters
- We can help them drive down the cost of recovery

Results: For Our Employees?

- More enabling information at their fingertips
- Easier appeal management
- Built in work flow and process management


Microsoft
Health Users Group
TECH FORUM 2008
GOLDEN TICKET
August 27-28, 2008 | Microsoft Corporate Campus | Redmond, WA

Questions?