



EMS Prescribes BUI to Reduce Healthcare Expenses

Rising costs are plaguing most industries across the country. Even in the healthcare world, with reform around the corner, the need to reduce costs is growing as fast as the unknown future that looms over the horizon. For one insurance payor, the BASIS browser user interface (BUI) was the clear answer, providing a solution that not only accomplished their goals of accessibility, but helped deliver tremendous cost-cutting savings.

PATIENT

- A large state healthcare department

VITALS

- Works to assure access to quality health services at all levels of need and life stages
- Estimates they will serve nearly two million people sometime during their lives
- As of July of 2011, serves well over 360,000 people across the state through 390 community agencies, 84 private hospital inpatient units, 157 community residential programs, 674 adult care facilities, and 89 adult family homes
- Runs the DIAMOND 725 solution written in PRO/5® with about 200 concurrent users

SYMPTOMS

- Providers were unable to determine patient eligibility before rendering services
- Treatment delayed or potential costs incurred under dispute for both the State and the Provider



By Susan Darling
Technical/Marketing Writer

TREATMENT PLAN

Reducing rising costs in the healthcare industry is generally out of reach, but this payor saw that they could reign in the costs by not paying the overbilled health care services. While enforcing the contract limits in their process, they also wanted to empower providers with a way to verify eligibility before rendering the services, resulting in reduced billable services and saving scores of dollars. All achieved through the provision of up-to-date information to the provider at the point of delivery of the services.

DIAGNOSIS

Looking at their Treatment Plan, the solution needed to be

- Accessible via the Internet
- Cross platform
- Resource efficient
- Easy to maintain
- Intuitive for users
- Easy to implement/train
- Cost effective
- Technologically compatible with their current hardware and software, DIAMOND 725 built on PRO/5

PRESCRIPTION

EMS Healthcare Informatics President and CEO Dave Cominsky and Senior Software Engineer Karin Parker, along with the State agency's IT director, attended BASIS' TechCon2011 where the browser user interface debuted. A few months later, at the DIAMOND Users Group, the three again saw BUI in action and learned more about its implementation. When the IT director approached EMS about their growing service limitation need, discussions began. Parker explains,

"The idea came to mind of a web portal that we had heard about when we attended TechCon. I was not familiar with GUI development but it was easy enough to harvest the Business BASIC logic from our business app."

With revived faith in DIAMOND 725, EMS resuscitated the application by writing and deploying it in BUI, providing access via a provider portal to view claim history. For the sake of user familiarity and ease of implementation, Parker designed the BUI screen to look similar to the CUI screen shown in **Figure 1**.

test.HAW - HyperACCESS

File Edit View Properties Transfer Automation Window Help

DSPBN Display Benefit Accumulators

—Identification Information—
 Subscriber # : 1008972 Person # : 00 As of date : 06/30/2012
 LASTNAME FIRSTNAME Auths?: N

—Eligibility Information—
 Start date : 08/01/2011 End date : / / Status : E
 Group : FR FRANK Plan Code : DFMC25
 Benefit package : BBB00001 DEFAULT

—Benefit Rule Summary—

Rule ID	Description	UQT	Basic Amt	Accum Amt	Auth Accum	Remain Amt
MHACTHNC	LIMIT ACT/HB	1.00	0.00	0.00	0.00	1.00
MHASSMTNON	ASSMT-NON PH	4.00	0.00	0.00	0.00	4.00
MHASSMTPHY	ASSMT-PHYS L	2.00	0.00	0.00	0.00	2.00
MHCOUNSEL	FY COUNSELIN	52.00	0.00	0.00	0.00	52.00
MHPHARMGT	FY PHARM MGM Q	24.00	0.50	0.00	0.00	23.50
MHCPST	FY CPST LIMI F	6.00	6.00	0.00	0.00	0.00
		0.00	0.00	0.00	0.00	0.00

<Up/Down>=scroll,<Enter>=display claims,<F8>=Expand Fields,<Home>=exit:

Figure 1. CUI version of the claim history

Extending DIAMOND 725 to a BUI solution breathed new life into the legacy product and handily met the original requirements –

- Deliver cross-platform browser access
- Preserve existing business rules
- Easily deploy with a familiar and intuitive interface
- Use current BASIS technology available at no additional charge making it cost effective (current on software maintenance) + containing costs with a small amount of GUI programming required to deliver the solution

COURSE OF TREATMENT

With the PRO/5 DIAMOND application running IBM AIX on the database or production server, EMS set up a second server with Linux to run BBj®, delivering GUI as an application layer with the business logic they harvested ‘as is’ from PRO/5. The PRO/5 Data Server® became the gateway to access the production data on the AIX server from BBj. A third server hosted LDAP and Web Server tasks to deliver the face of the application via BUI to the providers’ desktops and mobile devices. **Figure 2** illustrates

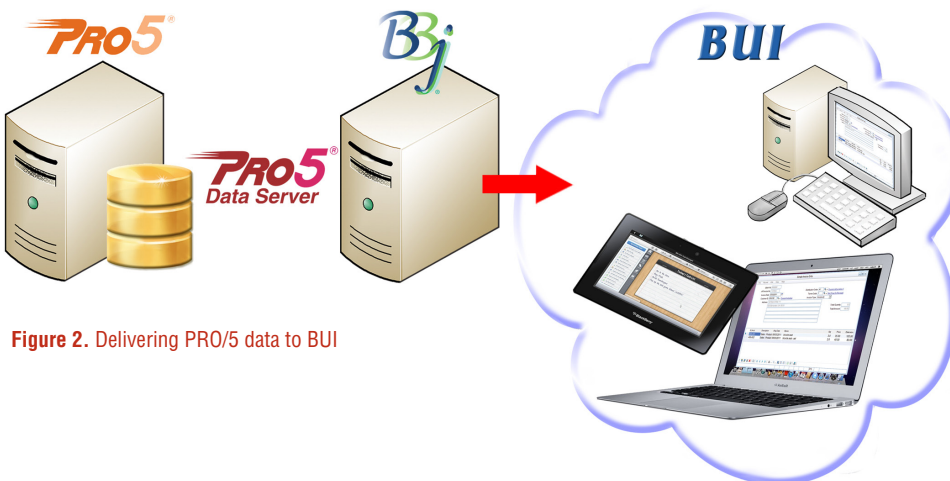


Figure 2. Delivering PRO/5 data to BUI

this configuration. BASIS LDAP support allowed EMS to write a small user validation front end so when providers go into the portal, they are prompted to log in before the one-page BUI app launches. Now with very minimal training, they can look up a name or subscriber number to view claim history and verify if a service would be covered before ever rendering it.

The beauty of BUI is that providers can easily log in from any browser-compatible device to the portal as shown in **Figure 3** and do so without having to install any JVMs or additional third party programs on their device. According to Parker,

“They wanted to use Internet Explorer 8 so we accommodated them and added the Google plug-in, and also have it running for use in Mozilla FireFox and Google Chrome.”

While BUI also gives EMS the CSS functionality to one day change the look and feel of the application, they felt delivering screens similar to the look of the legacy CUI app maintained a familiar user experience and met their goals of “intuitive” and “easy to train/implement.”

TREATMENT RESULTS

Since the BUI app uses data from the actual adjudication database, the healthcare providers now have up-to-the-minute service eligibility information, not day- or week-old information. Providers in any location have access to summarized patient service history and can make informed decisions regarding future authorizations. In addition, by determining which patients need pro-active billing, the providers will see an increase in their cash flow.

From a licensing perspective, the BUI deployment only required an additional 25 concurrent user licenses as no more have actually logged in at any one time, even though there are 500 active provider accounts. Only a single production license was needed to power up to 200 PRO/5 sessions and the providers’ browser access.

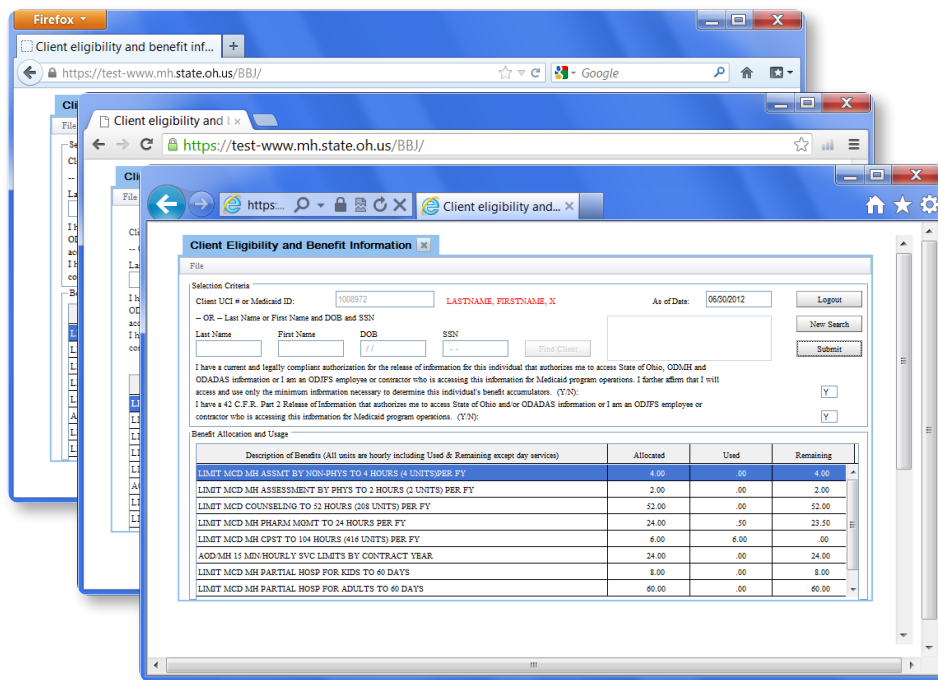


Figure 3. BUI screens in each of the browsers; Mozilla Firefox, Chrome, and Internet Explorer 8

BUI the wonder drug was truly the right Rx. As Cominsky recaps,

"The State was establishing critical service limitations for the first time and had to have a way for the doctors' office to access real-time decision making information. The BASIS team was able to guide us through the process of using state-of-the-art technology that meshed Internet connectivity to legacy PRO/5 data. The resulting BUI app was well received and completely relevant to the success of the State initiative."

TIME FOR A HEALTH CHECK?

If you have a similar diagnosis requiring cost savings, greater efficiency, and improved productivity, then perhaps BUI could be the very prescription to ensure the continued health of your business application. A pain free, minimally disruptive BUI procedure could be just the plan for the recovery of your fiscal health. Check it out today! ■



Watch the Java Break that featured this success story in greater detail and see it in action at links.basis.com/jb-ems

EMS Healthcare Informatics, based in Clarence, New York was founded in 1996. EMS provides middleware applications along with programming and implementation services to the healthcare industry. More than 1,000 users run their solutions and EMS supports several major customers running DIAMOND 725, written in PRO/5 the late 1990's.
www.emscorp.biz

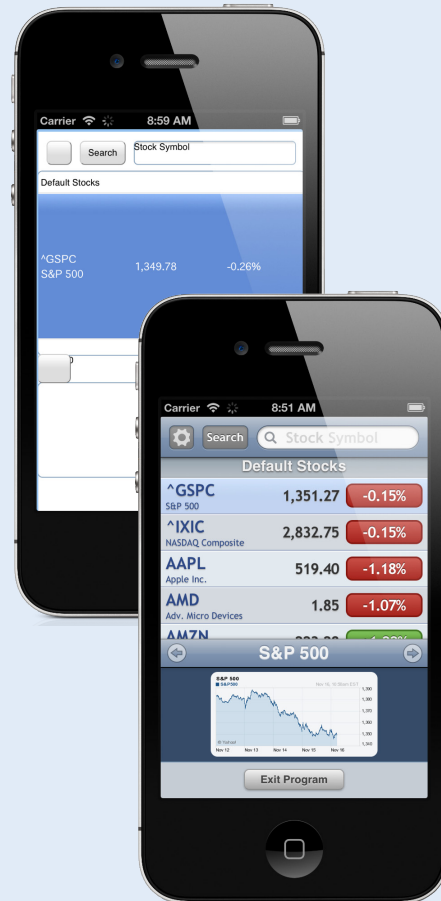


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