



CASE STUDY: Creating Web solutions for Health Payers

LOA Tracking System

Web-based tool facilitating workflow automation



Challenge

To be price competitive, our client is focused on reducing its Cost of Health Care trend. Letters of Agreement (LOA) are requests for claim discounts submitted by our client on behalf of their subscribers who receive eligible services at out-of-network providers.

It was discovered that LOA tracking was not being performed well. There were two tracking mechanisms owned and controlled by different groups. Visibility into LOA requests was minimal, and the status of the request was not available to all of the internal groups that needed to be able to see it. Operational reporting was difficult and there was no automated reporting.

Our Solution

Pamet produced a single web-based tool with the capability to address the shortcomings of the old tracking and monitoring tools. This includes the ability to:

- Provide secure access to users across the organization needing to provide and review information about the various types of LOAs,
 - Track the status of the LOA as it moves from the initial request through negotiations to claim payment,
 - Store and grant different levels of access rights,
 - Generate operational and management reports,
 - Track the appropriate level of system events/transactions and provide audit reports,
 - Receive data uploads from and create data extracts to other BSC systems.
- .NET
 - Oracle

Benefits to the Client

In July 2006 and unrelated to this project, the client ran an internal audit of the process for all types of LOAs from all sources. Three of their conclusions were that “the LOA process is unsatisfactory,” “controls surrounding the payment for claims for LOA do not appear to be working as intended,” and there was a “lack of (an) audit trail.”

With this new tool our client has gained a solution that measurably improved and upgraded facility LOA tracking and reporting. One of the major benefits was improving operational workflows enabling the client’s teams to maximize the number of claims being processed with LOAs.

Administrative and production costs are lowered by:

- Eliminating redundant data entry,
- Eliminating extraneous and confusing data,
- Eliminating use of disparate tracking mechanisms,
- Eliminating manual hand-offs between functional groups.