



Symphony helped a leading-edge technology solution provider for homecare agencies in the US to achieve EDI compliance of their flagship product via HIPAA compliant interface that enabled error-free online healthcare claims postings and speed claims processing cycle.

The Client

The client is one of the leading-edge technology solution providers for homecare agencies in the US. The client's industry-leading, web-based product enables homecare agencies to control the mobile work force of skilled clinicians, improve clinical and administrative productivity and billing accuracy.

The Challenges

The client focused on providing innovative web-based solutions for the home care and hospice segment. They observed that home care agencies were posting remittance (payment) and adjudication advice for claims manually from bulky reports provided by the insurance companies. The manual process was error-prone, time consuming and inefficient.

Hence, the client foresaw an opportunity to enhance the user experience by automating the AR cycle. To realize this vision, the client desired to build an interface to upload and process ASC X12N 835 ERA (Electronic Remittance Advice/Claims) files from insurance companies and integrate the claims/payments to the billing system.

Federal Law and HIPAA mandated reporting and processing of all healthcare claim payment/advice/remittance electronically via EDI.

The Solution

Symphony's solution to the client included designing and developing an interface using Microsoft .NET framework to ensure high performance, stability and scalability.

Symphony delivered a two-part solution. The first part of the solution comprised of an ASP.NET web

Product Development

Platform

Microsoft .NET

Industry / Domain

Healthcare

Engagement Key Points

- Project duration – 3 months
- Engagement model: Fixed Cost
- Ramp Up Time from SOW sign off – one week
- SDLC: Waterfall / Agile
- Release cycle – shorter iterations

Technology and Tools Used

- C#, ASP.NET
- .NET1.1/2.0
- Windows services
- Oracle 10g R2
- Toad for Oracle
- Visual SourceSafe 6.0

Major Product Features

- HIPAA compliant interface allows ASC X12N 835 files to be uploaded, parsed, processed and integrated with their flagship web-based product
- Automated process to identify claims and post payment details/remittance advice to the billing AR
- Improves efficiency and accuracy of AR transaction postings
- Automatic posting removed all the manual errors and speed-up claims processing
- Achieved EDI standards compliance



application integrated with the flagship web-based product via an integration framework. This web application allowed users to upload single or multiple 835 files.

The second part of the solution was a Windows service built using C#, ASP.NET and Oracle 10g, that parsed the uploaded 835 files to extract relevant information, identify associated claim and posts payment/remittance advice automatically to the billing AR.

The Benefits

Symphony's superior software R&D skills helped achieve the following benefits for the client:

- Achieved faster-to-market release cycle
- The interface resulted in streamlining the flagship product's AR while delivering ROI for their end clients