

# Health Insurance and the Web

Presenter: Theodore Tsekos

Professional Services Consultant

Speedware Corporation

9999 Cavendish Boulevard

St-Laurent, Quebec H4M 2X5

Tel: (514)-747-9494

Fax: (514)-747-3320

[theot@speedware.com](mailto:theot@speedware.com)

# Health Plan of San Mateo

- Health Insurance Provider in California serving the county of San Mateo
- Part of the Medi-Cal county wide health system contracted by the state of California
- Insured members see their doctor, nurse, pharmacist (care providers)
- Care providers then bill HPSM for services or products rendered via claims

# HPSM decides to go online

- Why go online?
  - Increasing pressure industry wide to have a web presence
  - Increasing demand from health care providers (doctors, nurses, pharmacists) to go online
  - Internal demand to reduce paper costs involved in claims processing
  - These days you don't look professional without a web presence

# Maximize what you got

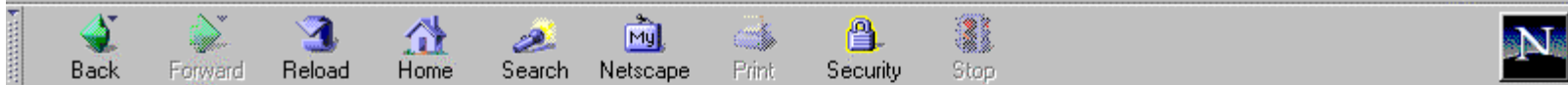
- HPSM was using the Amisys system (written by HBOC/McKesson) which uses Images databases on the HP3000
- Need to make the most of existing databases and legacy programs (COBOL)

# How to get to the Web

- Originally HPSM bought the Amisys NetManager application from HBOC/McKesson
- Program written in Speedware Autobahn
- Although NetManager was very successful in querying the databases involved it was mostly a read only application and you could not ENTER claims via the web

# How to webify claims entry

- HPSM contracted Speedware to make the NetManager application capable of claims entry
- Extra tab (Claims submission) added to the main to the menu of existing application allowing for both Pharmacy (Drug) claim and Physician (Medical) claim entry



### Claims Submission

- [Online Drug Claim Submission](#)
- [Online HCFA-1500 Claim Submission](#)

Help



HealthPlan OF SAN MATEO

Welcome **Claims Submission** Member Eligibility Benefit Summary Claim Status Authorizations Provider Search Exit net.manager

### Drug Claims

- [Add New Claim](#)
- [View/Modify Claim](#)
- [Member Eligibility](#)

Help





Please enter claim :

Note: Fields marked with a \* are required

* Member ID:	<input type="text"/>
* Member Year of Birth:	<input type="text"/> yyyy
* Gender:	<input type="text"/>
Medical Record #:	<input type="text"/>
Code 1 Restrictions Met?	<input type="checkbox"/>
Place of Service:	<input type="text"/>
Compound Code:	<input type="text"/>
Enter any remarks here	

* Provider ID:	PHA431310
* Prescribing License ID:	<input type="text"/>

* Drug #:	<input type="text"/>
Prescription #:	<input type="text"/>
Diag. #:	<input type="text"/>
Auth #:	<input type="text"/>

# New and improved system

- Allows online claims entry
  - system fully validates data entry to ensure that once a claim is entered it will be approved (paid)
  - for example invalid member numbers, provider numbers, drug numbers will not be allowed into the system
  - eliminates claim errors and payment delays

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Welcome **Claims Submission** Member Eligibility Benefit Summary Claim Status Authorizations Provider Search Exit net.manager

**Please try again as the following errors were found**

**You must enter a Member ID**

**You must enter a Prescribing License ID**

**Member Y.O.B. is a required field**

**Gender field cannot be blank**

**You have entered an invalid Drug #**

**Date of Service is a required field**

**Days Supply must be greater than zero**

**Quantity must be greater than zero**

# New system (cont'd)

- Claims adjudicated overnight in batch using legacy programs
- Claims entered via web are fully modifiable and deletable up to point of adjudication
- Allows for real-time member eligibility information (ensures member eligible for services rendered)

# Webclaims

- Since December 1999 over 10000 claims entered online
- System deemed as great success
- Reduces the paper costs involved in having Claims Department enter a paper claim manually into current system
- Starting in 2001 a charge will apply to paper claims

# Other Considerations

- What else do you need?
  - High speed connection from your network to the internet
  - Firewall or proxy server (secure your network)
  - Secure socket layer (SSL) (secure data transmission)
  - Web server (many choices available)

# HPSM setup

- T1 line to internet
- Verisign 128 bit encryption certificate
- MS Proxy server
- Internet Information Server Web server
- Speedware Autobahn