CASE STUDY

Optimizing Healthcare Revenue Management with OCI and Automation

PROBLEM STATEMENT:

The client sought to modernize and optimize its **revenue management services** by leveraging **Oracle Cloud Infrastructure (OCI)** for enhanced scalability, security, and performance. Key objectives included **streamlining patient data management, automating Notice of Admission (NOA) submissions, and improving integration across healthcare providers.** Additionally, they required ongoing **OCI environment implementation, support and maintenance** to ensure high availability and performance of their applications.

KEY CHALLENGES:

1. Manual Processes: Heavy reliance on **manual data entry and fax-based communications** led to inefficiencies, errors, and slow order processing.
2. Delayed NOA Submissions: Manual submission processes caused **delays in insurer notifications**, increasing claim denials and affecting cash flow.
3. Integration Complexity: Ensuring seamless **integration of new applications** within the existing ecosystem **hosted on OCI** without disruptions.
4. OCI Infrastructure Support: Managing and optimizing **OCI-hosted applications** to ensure **scalability, security, and high availability.**

SOLUTIONS PROVIDED:

1. OCI Environment configuration, Support & Infrastructure Management

- Provided end-to-end configuration, support for the client's OCI environment, ensuring optimal performance, security, and cost efficiency.
- Managed OCI virtual machines, networking, and storage, optimizing cloud resource utilization.
- Ensured disaster recovery, backup strategies, and high availability of applications hosted on OCI.

2. Patient Management System (PMS) Development & Support

- **Developed a low-code Patient Management System (PMS)** hosted on OCI, enabling efficient management of **patient records, bed allocations, and admissions.**
- Integrated **role-based access** controls to enhance security and compliance.
- **Outcome:** Reduced dependency on **third-party systems,** improving efficiency and **lowering operational costs.**

3. Healthcare Physician Portal for Direct Data Entry

- Developed a **secure physician portal to replace fax-based patient data submissions,** allowing **real-time updates into the OCI-hosted system.**
- Implemented **role-based authentication** to ensure controlled access for healthcare providers.
- **Outcome:** Improved **data accuracy and processing speed,** reducing administrative overhead.

4. Admit Notifier Module for Automated NOA Submissions

- Built an **automated Admit Notifier module** that submits NOAs in **various formats (EDI 278, Fax, RPA) as per insurer requirements.**
- Enabled **real-time notifications to payers,** reducing **claim denials and payment delays.**
- **Outcome:** Enhanced **cash flow efficiency** and **minimized delays in insurance claims.**

5. Order Manager Module for Centralized Physician Orders

- Developed an **Order Manager** module for **centralized tracking of physician orders** linked to patient records.
- Automated workflows for **processing faxed orders, splitting, linking, and assigning them to the correct department.**
- **Outcome:** Reduced manual errors and improved **operational efficiency in order processing.**

6. Robotic Process Automation (RPA) for NOA Submissions

- **Implemented RPA** to automate the identification of **new admissions and NOA submissions** to insurers.
- **Automated data extraction, submission, and tracking** of payer responses, eliminating manual intervention.
- **Outcome:** Reduced manual workload, **freeing up staff time equivalent to five full-time employees,** allowing focus on patient care.

KEY BENEFITS:

Optimized OCI Utilization:
Ensured high availability, performance, and cost-efficiency of **OCI-hosted applications.**

Operational Efficiency:
Streamlined patient data management, reducing manual interventions and errors.

Financial Improvement:
Faster NOA submissions decreased claim denials and improved **cash flow.**

Seamless Integration:
Integrated **new solutions into OCI infrastructure** without disrupting existing operations.

Scalability:
The **low-code approach allowed easy expansion,** enabling additional healthcare providers to onboard seamlessly.

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