Custom Software Integration Solution Case Study

Company: ADVANTAGE Health Solutions, Inc.℠,

Website:
http://www.advantageplan.com/

Region: Indianapolis, In

Size: 125 employees

Industry: Insurance Agents, Brokers & Service

Company Profile
ADVANTAGE Health Solutions, Inc.℠, (ADVANTAGE) is an Indiana-based, provider-owned health plan and third party administrator (TPA) offering healthcare benefits and innovative care management and wellness programs to employer groups of all sizes.

The Challenge:

Advantage Health needed to dramatically improve efficiency and accuracy when reconciling data for its employer-group clients. The managed-care provider's financial recordkeeping systems were disconnected, making reconciliation a daunting, time-consuming and ultimately costly task.

Accuracy at this stage depends on the quality of the underlying data. The involved systems, however, could not communicate with each other or with the company's general ledger accounts. Thus, staff spent hours transferring data from one system to the next. This method left the possibility for human error so high that not only did it fail to meet Advantage Health's commitment to excellence and surpassing customer expectations – it also had become a significant audit and compliance risk.

Advantage Health also handles premium billing and claims on behalf of some clients, which require even more extensive calculations to generate accurate invoices with details about every covered employee within a group.

These manual, disjointed processes were adversely affecting Advantage Health's ability to serve its customers. Even more daunting, the company could not efficiently implement the frequent new and changed requirements that are part of today's healthcare system.

Advantage Health sought help from a development team that could meet its goals and would fit within its culture of integrity, service, respect and quality.

The Solution:

Level Up Development began by creating tracking systems for internal projects and programs, integrating them with the company's existing security system to identify users' authorization levels. The integration gives the right employees access to the right information quickly and easily via the company intranet.

They then built an interface that distributes information automatically from the company's system of record for member data, TriZetto's QNXT Core Administration System, to its general ledger and sub-ledger accounts for both commercial and Medicare product lines.

Level Up also automated the calculation of Medicare commissions and improved other processes, such as remapping insurance rate tables to the general ledger for the first time.

Our Relationship:

*Controller **Karen Anders,*** said she and the rest of the Advantage Health executive team *"can't say enough good things"* about Level Up.

"Their communication is great. They constantly give feedback. They're very good about explaining what they're doing and how it's being done, so we get an idea of what it takes to meet our goals."

"I never worry when they're working on something for us. I know it'll be right and get done on time."

LEVEL UP
DEVELOPMENT