

Provider Self Service (PSS)

Challenge

Our client identified a need to build the online **Provider Portal System** enabling medical providers to check member's eligibility, get detailed benefit information and perform claim status inquiries 24/7, 365 days a year.

The required eligibility, benefits and claim status information are stored on four independent systems:

- 1.NASCO** (National Account Claims and Membership Systems)
- 2.RTMS** (Commercial Accounts Membership System)
- 3.TPSU** (Commercial Accounts Claims Processing System)
- 4.Blue Exchange** (Blue Cross Blue Shield data management system)

Solution

In the project phase one Vicert created a [technical architecture document](#) detailing the complete system design. In the project phase two Vicert implemented the solution by developing three major subsystems of the portal:

[XML API Framework](#)

Performs necessary business logic and acts as a content provider exposing all of its features and capabilities through Web Services

[Provider Transaction Application](#)

A web application that provides an interface to medical providers and uses XML API as a content provider

[MTM Auditing and Reporting Application](#)

Provides complete tracking of all activities in the API to be used in reporting and auditing of transactions and overall monitoring of the system usage

Benefits

- Architecture of the middleware components
- Short time to architect and implement the set of core features (5 months)
- The phased approach delivers a customizable solution that innovative projects are currently utilizing
- Cost benefits: 5 to 10x
- Greatly improved features and quality of online, self-service capabilities made available to the medical providers

Tech: Java, Oracle, IBM

Duration: 4 months

Value: \$800K