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Fast-Forward Revenue With EDI 834 Integration

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It's The 10% That Kills You

Some insurance companies proudly declare that 90% of their EDI 834 transactions are processed within 3 days. Here's something to think about: The 90% doesn't matter. What matters is the 10% of your transactions that go into a vacuum. Those 10% are the transactions that suck up 70% of the time, energy, and resources you spend on EDI 834 enrollments processing. Half of them can't be processed because of incom- plete data, the other half are held up because of incorrect data. Already, you are delaying the revenue associated with those 10%. But on top of that, each incomplete or incorrect form costs $60 to fix, which adds to your ongoing operating costs.

Now, add Adeptia into the equation. Every incomplete EDI 834 gets automatically returned to the sender with an alert as to what needs to be done to fix the file. As a result, you enjoy:

- Shorter processing time
- Accelerated revenue
- Elimination of manual intervention
- Reduced operating expenses

As for transactions containing errors, they're tagged and shunted into an error-handling sub-process. By assigning responsibility and tracking the progress of the file, you benefit from:

- Significantly shortened handling time for each error file
- Significantly reduced error handling costs — up to 87%
- Reduced operating expenses
- Accelerated revenue

If you'd like to automate your EDI 834 benefits enrollment processing from end-to-end, contact Adeptia at 312-321-1926.

The Healthcare Challenge: Complexity And Errors Slow EDI 834 Processing

The healthcare industry makes extensive use of Electronic Data Interchange (EDI) transactions. The EDI 834 transaction is particularly key, since it has been identified by HIPAA 5010 as the prescribed format for a Benefit Enrollment and Maintenance document. In fact, a Washington Post article called 834, "Obamacare's most important number." That's because EDI 834s transmit information such as a healthcare subscriber's personal data, enrollment status, and plan/product identification.

All the players in the healthcare industry — the healthcare exchanges, the brokers, and the subscribers — want EDI 834 transactions to be processed swiftly and accurately. Any processing delays result in service disruption, higher operational costs, and delayed revenue for insurance providers.

If EDI is the standard format for streamlining communications between businesses, what could possibly be the problem? With EDI 834s, three factors come into play:

1. **EDI 834s may contain completely different sets of fields.** For example, one healthcare entity may deal only with enrollments, whereas another may also handle benefit changes and disenrollments. The data sets they transmit depend on what their business requires.
2. **EDI 834s may use different data formats for various fields.** For instance, one form may come in with the Social Security number hyphenated, and one may omit the hyphens.
3. **EDI 834s have many opportunities for errors and omissions.** Given the amount of data required for healthcare, forms frequently get transmitted that contain errors or are missing vital data.

Recipients of EDI 834s, therefore, are faced with the monumental tasks of:

- **mapping data sets** from potentially thousands of business partners,
- **normalizing the data** so that it can be input into backend systems in a usable format, and
- **tracking and correcting** the inevitable errors.

The Adeptia Solution: Employ A Service-Oriented Architecture For EDI Integration

Adeptia understands the complexity and challenges healthcare organizations face and has created **an EDI integration architecture with a services layer** to address each and every one of the problems inherent in EDI 834 transmissions.

Let's get technical for one moment: the services layer allows you to manage the underlying data and workflows without affecting how the EDI 834 files are transmitted. This services layer primarily consists of web services (SOAP or REST), mappings, meta-data of schemas, and business rules that are applied on the EDI 834 files.

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Adeptia removes the need for custom coding: all data mapping and process flow development can be accomplished with drag-and-drop ease. Everything in Adeptia's interfaces is visual, understandable, and actionable.

Now let's talk business: here's what Adeptia's EDI integration solution means for your business:

- **All EDI 834s can be mapped and normalized for your backend systems**. You can accept EDI 834s with any combination of fields and any type of data format and create rules to map the information automatically into a normalized format for your backend systems. There is no need for manual intervention or verification, speeding up the process significantly and eliminating errors caused by manual data entry.
- **Special requirements no longer demand special handling.** You can create 'templated' process flows to handle the common steps of data transformation and routing, where the behavior of the process is determined by the type of data being received from a given source. For example, if a state sends an EDI 834 that requires specific handling, that particular map can be applied at runtime. You don't have to create individual processes for each healthcare exchange.
- **Work can be re-used, rather than needing to be re-done.** You can use the service-oriented architecture (SOA) to re-purpose existing process flows, eliminating redundant time and effort. For instance, if you bring on a new vendor whose EDI 834 format is similar to that of an existing vendor, you can copy the existing process flow and modify it accordingly.

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What About Non-EDI Data?

Not every business partner you interact with will use an EDI 834, even if it is the HIPAA 5010 standard. With Adeptia, that doesn't matter at all. Adeptia's solutions are **business-centric** and **format-agnostic.**

With Adeptia, you can accept healthcare benefit information from any source (including APIs, XML, web services, cloud applications, portals, etc.) and in any format (Excel spreadsheets, PDFs, Word documents, email attachments, etc.). Adeptia has the capability to validate the data, translate it, and map it into any another application, such as a backend ERP system.

The Adeptia Difference: Three Benefits That Transform EDI 834 Processing

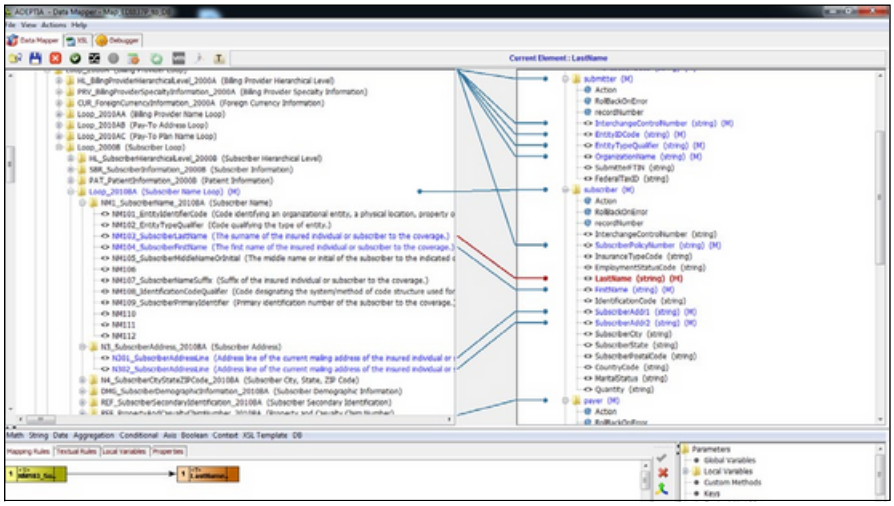
1. INTUITIVE INTERFACES

Do other EDI integration platforms exist? Yes. But they all require custom coding, and that is a costly, complicated, and time-consuming process that drains your IT staff and your IT budget. **Adeptia removes the need for custom coding: all data mapping and process flow development can be accomplished with drag-and-drop ease.** Everything in Adeptia's interfaces is visual, understandable, and actionable. Adeptia puts the capacity for mapping data and building process flows into the hands of business users.

By empowering business users to work with EDI 834s directly, you reduce your reliance on high-level IT personnel. Plus, you increase your organization's ability to process information faster, lower your operational costs, and enhance your capacity to get to revenue faster.

2. AUTOMATIC PREPROCESSING AND VALIDATION

Every time an EDI 834 comes in with data missing or with errors in the data itself, transaction processing comes to a screeching halt.



Business users can identify fields in incoming EDI 834s on the left, and "drag" them to the corresponding backend ERP field on the right. Perfect mapping – no coding required.

By empowering business users to work with EDI 834s directly, you reduce your reliance on high-level IT personnel. Plus, you increase your organization's ability to process information faster, lower your operational costs, and enhance your capacity to get to revenue faster.

That changes with Adeptia. Preprocessing and validation is a simple matter in Adeptia's EDI integration solutions: **you establish rules to govern the minimum information required for an EDI 834 to enter the processing stage.** If this minimum information is not present, you can direct what happens with the deficient EDI 834 form, e.g., it might be automatically returned to the sender with an alert as to the missing data. Preprocessing and validation lower the number of errors that require manual intervention, since the "initial look" is performed and handled electronically.

Adeptia also saves manual effort by making it easy to implement a universal change. For example, if the Affordable Care Act implements a requirement that demands completion of a new field, the fact that Adeptia incorporates a service-oriented architecture means that this requirement can be added instantly to all preprocessing/validation rules. There is no longer a need to go into each applicable process flow one at a time to make the change.

3. STREAMLINED ERROR HANDLING

Error handling is causing insurers to "throw bodies" at the problem. But having large staffs of people manually correct errors is not the ultimate goal...the ultimate goal is full end-to-end automation. Luckily, error handling is easier, faster, and less costly with Adeptia. Process flows and rules can be configured so that any time there is an error on an EDI 834 transmission that requires manual intervention, the file is assigned to an error-handling sub-process. Adeptia allows you to:

- See exactly where an error occurred
- Assign the error handling to a specific person via email notification
- Monitor the progress of the error handling
- Send reminders in case an error is not addressed in a timely manner
- Escalate a situation if necessary
- Generate reports showing errors and resolutions

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EDI Integration: Improving The Health Of Your Business

If you are a player in the healthcare arena, an EDI 834 integration architecture with a services layer is critical for your business. Adeptia will keep your EDI 834 forms flowing effortlessly and accurately so you can deliver service, save on operating expenses, and keep revenue flowing.

Errors no longer get lost in the abyss of "out of sight, out of mind." The human workflow aspect of error handling is integrated seamlessly with the automated process flows. With Adeptia, you have end-to-end visibility — and control — of every file.

Adeptia is an integration software company focused on connecting together the businesses of the world. Adeptia's enterprise-class B2B integration platform helps our customers fast-forward their revenues and reduce their operations costs by speeding up customer data onboarding and streamlining ongoing information exchange. Adeptia's unique differentiation is our ability to automate every B2B integration process, thus enabling business users to perform operational tasks, while allowing IT to focus on governance, security and control.

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