Overview:

The project involved integrating the billing management system with a Practice Management system for Mental and Behavioral health professionals. Operating initially in a manual setup through paper prints and excels for claims management, the client wanted to streamline the entire process.

Client details:

Name: Confidential | **Industry:** Healthcare | **Location:** USA

Technologies:

Office Ally, FTP

Project Description:

Earlier, the client used to handle all the claims-related processes manually. The admin used to view the files and enter the data in the system. As the process became cumbersome, it led to an increase in ETA for filing a claim. After analyzing the client's need, team@Mindfire offered to integrate a third-party payment application with the Practice Management System. This project enabled the client to manage the claim process for their patients. It was critical to have an intuitive and user-friendly UI/UX and ensure that the integrated application was compliant with all the rules and regulations of the government. Some salient features of the application:

- The user can add a session and opt-in for an e-claims module. Important details have to be filled in like birthdays, without which the claim could be rejected.

- A database to view the latest contact info of insurance companies.
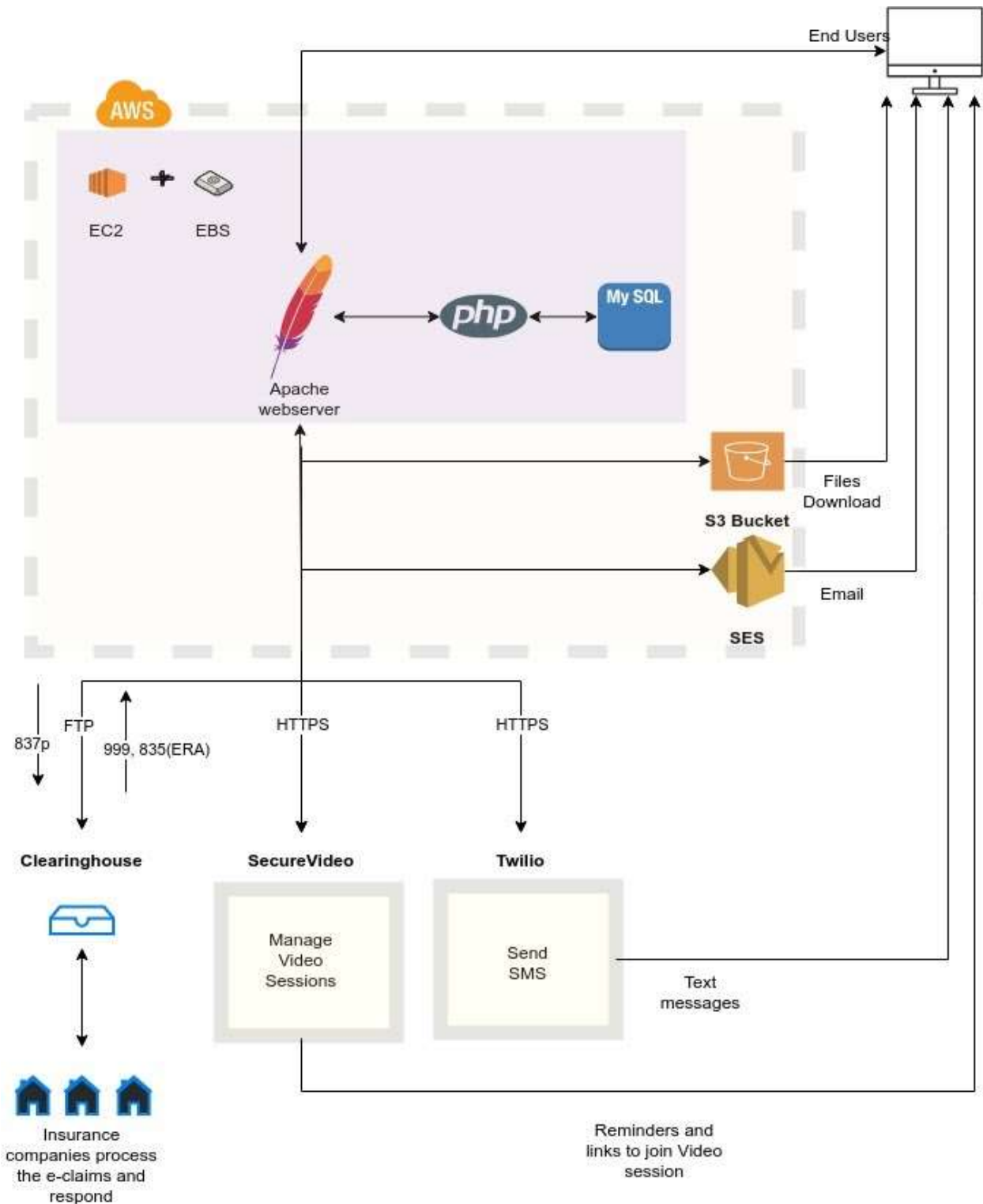
- The user can enter the details and process the claim later if there is some additional info to be filled up. This helps to avoid rejection of the claims.
- The admin can provide their patient with the PDF version of the claim or save it for future reference. The team ensured the claims are processed through the 837p file by integrating it with the Office Ally server.

- The Insurance companies pick the eClaims from the Office Ally server. The server processes it and responds with acknowledgment and payment posts. The client checks the office Ally server for the responses and saves them. The execution happens with the help of the fetch function via FTP.

- The client can view a detailed claims report and performs actions like forwarding or resubmitting the claims. They can also discuss the rejected responses with their patients, and the details are parsed and reflected in the patient's charts.

- The payment management tool helps to manage the response. The details are auto-updated after parsing the payment acknowledgment response. There are additional features for managing adjustments and co-payment via Check/Cash/Deposit.

Architecture:

Workflow: