

# **Electronic Claims Processing**

## **Background and Trends - A South African Perspective**

e-Health conference, Riyadh, KSA

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# Agenda

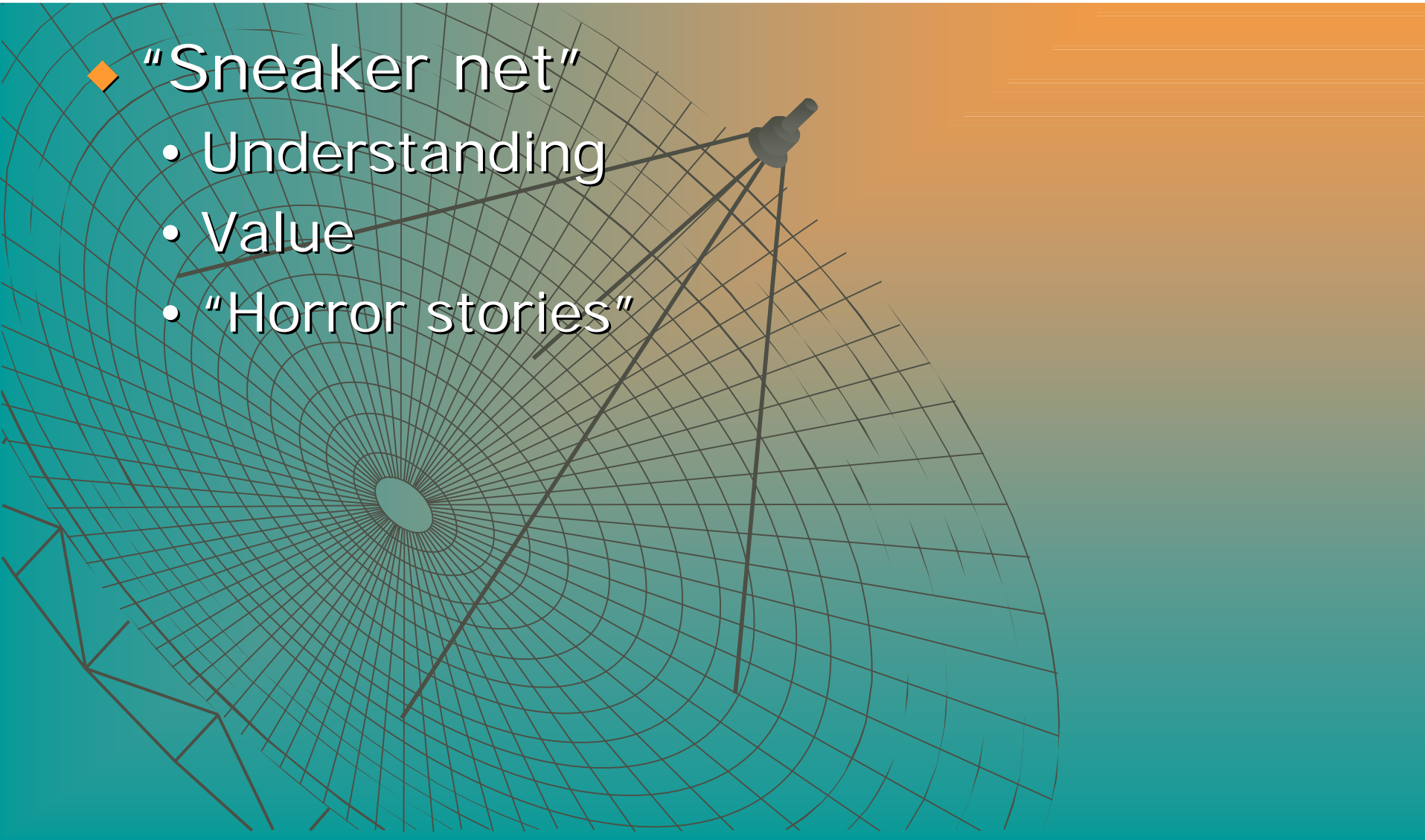
- ☒ Background to the claiming process
- ☒ Early “Electronic” pharmacy claims
- ☒ Advances in telecommunications
- ☒ Real time claim processing
- ☒ Lessons learned
- ☒ What does the future hold?

# Early History

- ◆ Paper submission
  - Volume
  - Payment cycles
- ◆ Challenges
  - Medicine utilization
  - Patient profiles
  - Proof of delivery
  - "After the fact"



# Electronic Pharmacy Claims

- ◆ “Sneaker net”
    - Understanding
    - Value
    - “Horror stories”
- 

# Evolution of telecoms

- ◆ Telecoms
  - Analog modems
  - Radiopad / X25
- ◆ The first “switch”
  - Batch claiming process
  - “Mail Box” delivery process
- ◆ More recent advances
  - ADSL / Permanent Internet
  - Leased lines

# Real-Time Claims

- ◆ Change in business philosophy
  - Focus on service
  - Turn-around times
  - 24 x 7 x 365
  - Business continuity
  - 80 / 20 principle
  - Business to drive IT, not vice versa
  - Staff - upskill / investment
  - Importance of coding

# Real-Time Claims

- ◆ Real time pharmacy claims
  - Value
  - Patient treatment
  - Win / Win
- ◆ Other disciplines
  - Market dynamics
  - Technology
  - Relationships

# Lessons Learned

- ◆ Advice to any country / company embarking on an electronic messaging system within Healthcare:
  - Know why
  - Know who – ensure “buy-in” of all stakeholders
  - National structures
    - ◆ Pricing and tariff structures
    - ◆ Coding – diagnosis, procedures, materials
    - ◆ Implementation – business rules
    - ◆ Legislation / self regulation

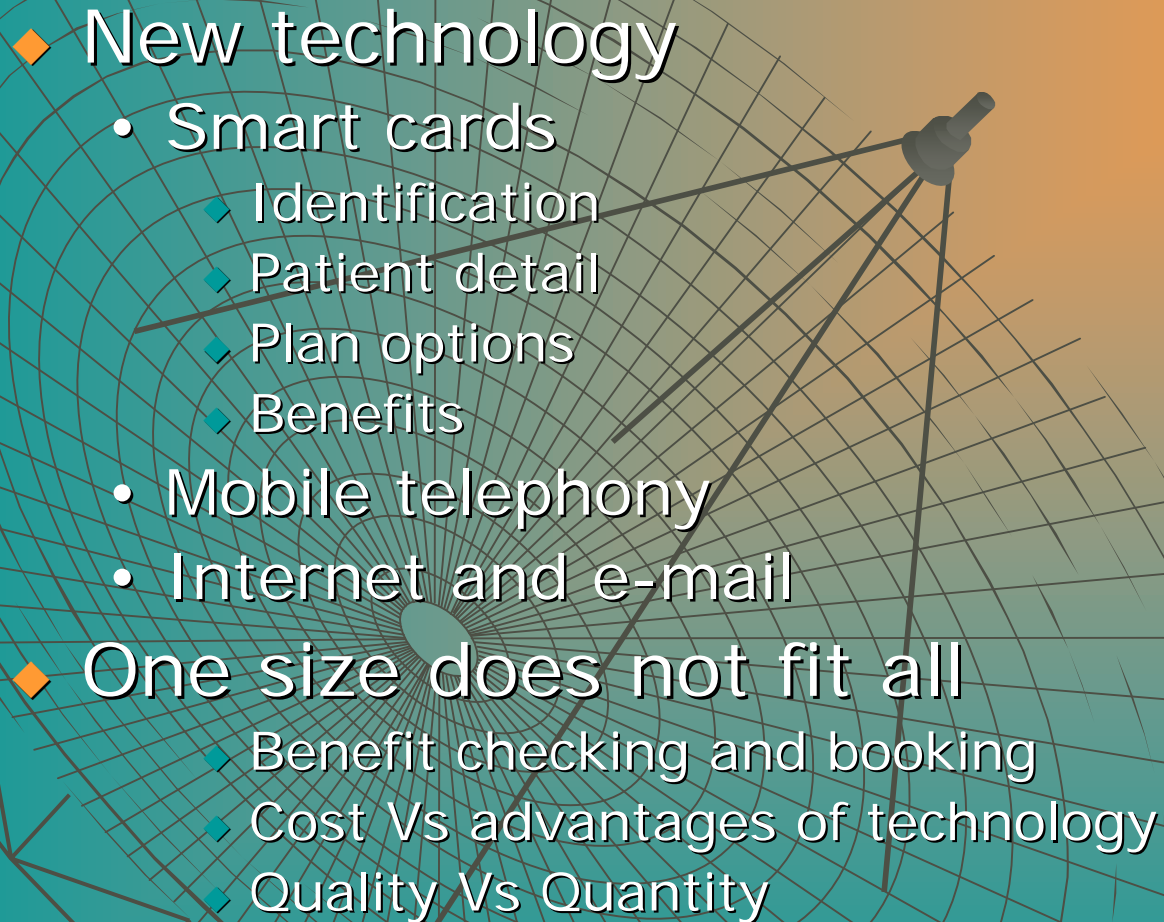
# Lessons Learned

- The Challenges
  - ◆ Computerization
  - ◆ Computer literacy – resistance to change
  - ◆ “Don’t fix what isn’t broken”
  - ◆ What constitutes success?
- The Problems
  - ◆ Connectivity in outlying areas
  - ◆ Business processes to support electronic claiming
  - ◆ Staff churn

# Lessons Learned

- Leverage technology
- Integration is best
- Focus on service
  - ◆ Availability / up-time
  - ◆ Telephonic user support
  - ◆ User communication
  - ◆ Training
- Joint responsibility
  - ◆ Vendors
  - ◆ Users
  - ◆ Carriers
  - ◆ Funders / insurers / TPAs
- Encourage usage – incentives

# What does the Future hold?

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- ◆ New technology
    - Smart cards
      - ◆ Identification
      - ◆ Patient detail
      - ◆ Plan options
      - ◆ Benefits
    - Mobile telephony
    - Internet and e-mail
  - ◆ One size does not fit all
    - ◆ Benefit checking and booking
    - ◆ Cost Vs advantages of technology
    - ◆ Quality Vs Quantity

# What does the Future hold?

- 
- ◆ New technology
    - ◆ Convenience:
      - Members
      - Users
      - Carriers
      - Funders / insurers / TPAs
    - ◆ Competitive advantage
    - ◆ Empowerment of members
    - ◆ Loyalty
    - ◆ Incentives
    - ◆ Risk management
    - ◆ e-HR and access to information

# Summary

- ◆ Take this home with you:
  - Focus on service
  - Provide more training than you think is necessary
  - Insist on integration
  - Involve all stakeholders
    - ◆ Industry / self regulation
    - ◆ Coding, pricing and tariffs
    - ◆ Business rules

Further Discussion?



Thank you