

## Health Plan of San Mateo Finds Datawatch|ES Information Portal a Healthy Addition to its Operations

Health Plan of San Mateo (HPSM), a California HMO, dramatically improved its service to its healthcare providers with Datawatch|ES. HPSM reps now easily access web-based reports, and data from reports, to quickly resolve provider questions. Information that once took weeks to research is now available immediately. HPSM is expanding its use of Datawatch|ES to analyze internal business operations.

Health Plan of San Mateo (HPSM) is an HMO serving over 40,000 members in San Mateo County, California, and is part of the State of California's Medi-Cal health system. HPSM has systems for healthcare providers to automatically submit reimbursement claims, as well as systems to send claim status updates back to these providers. A key missing ingredient, however, was a system for HPSM's provider service personnel to easily access reports and data internally, to quickly resolve provider questions. To easily get reports and data in the hands of HPSM service representatives, HPSM selected Monarch|ES, the web-based information portal from Datawatch.

### DATAWATCH|ES ENDS 'INFORMATION DROUGHT'

"We have automated processes in place to accept claim submissions, and to report back on claims status. Of course, that leaves a big gap in the middle," says Eben Yong, MIS Manager for HPSM.

"There are a wide variety of possible reasons why a certain claim was rejected, or pended with further information required. Resolution of these types of issues may require a phone call from the provider to our service group with questions and requests for further information."

Unfortunately, HPSM lacked an effective internal system to allow provider service reps the ability to easily access critical reports and data to resolve provider inquiries. "For years previously, we simply printed all of our provider reports from our AMISYS 3000 application, running on an HP e3000 server, and stored the output in an archive room," says Eben. "Obviously, that did not allow for easy resolution of provider questions over the phone. The

process of flipping through huge reports was extremely cumbersome.

"We also tried outsourcing the processing of our provider reports and data to an outside technology vendor," says Eben. "The results were poor. The outsourcing process was very slow, and the CD-ROMs sent back to us were in "ALVA" format, requiring proprietary client software to work with. Even worse, the data itself was not always converted properly and was unreliable. At one point, the process of sending the data to the vendor, and receiving valid archived data in return was taking up to six weeks. This made the process of processing questions from providers much more difficult. Of course, that was totally unacceptable. We were

### THE IMPACT OF Datawatch|ES AT HPSM:

- Replaced expensive, unreliable outsourced COLD system with web-based storage and distribution of reports and data, available on demand
- Massive man-hour savings: information that once took weeks to access and analyze now available online immediately
- Claim/coverage questions from healthcare providers now typically answered during the initial phone call — satisfaction with HPSM very high
- Datawatch|ES now used within HPSM's financial operations, for easy analysis and decision support

**“Datawatch|ES is the best solution out there for web-based access to reports and data. Our internal efficiency has never been better, healthcare provider satisfaction is high, and our operational reports and data flow like water, thanks to our Datawatch|ES information portal.”**

enduring what you could call an ‘information drought.’

“We ended the outsourcing arrangement in favor of a new, reliable internal solution to give our service reps easy internal access to provider reports, as well as the data within those reports. That new, reliable solution proved to be Datawatch|ES.”

#### **ENTER: DATAWATCH|ES INFORMATION PORTAL**

HPSM now directs its report files (spool files) to the Datawatch|ES system, instead of directing this output to a printer. Datawatch|ES then indexes, “bursts” and archives these incoming reports based on content, and allows easy distribution of the reports to HPSM internal users online using a standard web browser. Datawatch|ES goes even further, allowing users to automatically extract and transform the data within these reports as live HTML data, with the click of the mouse. Users can sort, filter and summarize the data online, and download the data to Excel anytime.

“Our service reps now have key reports available online. Datawatch|ES’ web-based environment was very important to us,” says Eben. “Of course, Datawatch|ES also automatically transforms the reports into live data. Researching provider inquiries has never been easier. Most provider questions are now answered immediately in that first phone call, because the reps now have that information, reports and the data, at their fingertips online.”

#### **DATAWATCH|ES IN ACTION FOR HPSM**

Eben discussed specific examples of Datawatch|ES in action at HPSM. “We now load our bi-weekly Explanation of Payments report into Datawatch|ES,” says Eben. “This report contains remittance advice data and is easily 20,000 pages, with a lot of detailed information on a claim-by-claim basis. Datawatch|ES “splits” and indexes the report by provider, by member, and also by claim. Our service reps are then able to easily access those report sections that pertain to a particular healthcare provider, and drill down into the report to a particular member and claim. We can even access report sections from multiple iterations of the report, to analyze claim processing over time.”

“Our ability to access just this single critical report and the data online, on an as-needed basis, has dramatically improved our service to our providers. Provider satisfaction with HPSM is way up, and the internal man-hours wasted on chasing down information internally have been saved. Datawatch|ES has had a dramatic positive effect on effective operations internally, and on provider satisfaction externally.”

“Another key report focuses on Patient Listings by Primary Care Physician (PCP). This information changes often as new patients are brought on board. This report is very important for many different operational reasons. Now that our Patient Listings are archived into Datawatch|ES, our service reps can quickly answer questions from the provider, such as whether claims for care provided to certain patients are already covered under the provider’s fixed reimbursement payment.”

#### **WITH DATAWATCH|ES, HPSM REPORTS AND DATA FLOW ‘LIKE WATER’**

HPSM is now utilizing Datawatch|ES for internal analysis of its operations. “We are adding our Capitation Allocation Reports into our Datawatch|ES system,” says Jim Sheremeta, Chief Financial Officer for HPSM. “‘Capitation’ refers to the fixed reimbursement amount we have in place with each healthcare provider. This amount will increase if the provider keeps extended office hours. Datawatch|ES is the tool that will allow us to readily perform financial analysis of the capitation data within our reports.

“Datawatch|ES has proven to be an important tool for quick resolution of provider claim issues and questions,” Jim adds. “Now Datawatch|ES will empower HPSM to easily analyze our operational data for internal management use.”

When Eben is asked what his advice is to other HMOs and insurance companies regarding Datawatch|ES, he is very to the point: “Get it!” he laughs. “Seriously, Datawatch|ES is the best solution out there for web-based access to reports and data. Our internal efficiency has never been better, healthcare provider satisfaction is high, and our operational reports and data flow like water, thanks to our Datawatch|ES information portal.”



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