

Provider Self Service Portal

Seamlessly integrating various data sources (PSS)

Decreased operational costs by giving providers sufficient detail to resolve 90% of questions they may have through self-service.



Java, Oracle, IBM



\$800K



4 months

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
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