**emids**
experience partnership.

**Case Study**

# Revenue Cycle Management Firm Ramps Up Services for Nonprofit Health Provider

*emids provides top revenue cycle management firm with data integration and testing expertise to bring new major customer on board faster*

## Overview

The client is one of the largest revenue cycle management (RCM) companies in the U.S. healthcare industry. Its products and services handle the administrative and clinical functions for collecting patient service revenue, including managing bills and claims, determining patient insurance eligibility, collecting co-pays and handling denied claims. The service helps relieve healthcare providers of the administrative burdens of revenue management, so they can focus on patient care and maximizing revenue opportunities in a margin-constrained sector.

## Business Opportunity

After winning the business of the largest nonprofit health system in the nation, the RCM company knew it had to smoothly integrate data from dozens of provider systems into its platform. The health system operates 2,500 sites of care, including 141 hospitals and more than 30 senior living facilities nationwide.

The process of onboarding a new customer requires working with each hospital and facility individually to import data from the provider's billing and claims systems. Important components of this process include translating data from different systems into a standard format and also testing the data within the RCM platform. The RCM company lacked sufficient internal resources to ramp up to the health system's business in time, given the volume and complexity of work in data integration, transformation and testing. Specifically, the company was focused on business process outsourcing (BPO) but required additional healthcare IT knowledge, along with test data management expertise, to integrate customer data into its platform.

# Solution

emids was selected as a core partner to help the RCM company manage the transition of its new major customer. With 15 years of experience in healthcare applications and data management, emids offered broad expertise in integration and testing to expedite the process and ensure a smooth onboarding of the health system's provider facilities. emids also brought in-depth knowledge of healthcare processes and data types, which was valuable for selecting the best approach.

The engagement, which began in early 2016, required that emids build and implement a strategy for test data management (TDM) that included data masking, test data generation, quality assurance for Meaningful Use compliance, monitoring and reporting setup. Ultimately, the TDM infrastructure will allow the RCM company to quickly and effectively scale operations to handle diverse use cases for new hospitals in the future. Goals are to enable efficient, accurate onboarding of new providers and their unique data sets.

## Services We Provided

emids defined and proposed a test data management solution to be delivered in a phased manner that included:

1. **De-identification** of data to meet healthcare PII (personally identifiable information) requirements. The process entailed writing algorithms to eliminate PII data, yet still test with relevant data.

2. **De-identification** of digital and non-digital files for same purpose.

3. **Development** of a test database, consisting of the de-identified data, transformed into a standard format that conforms to the RCM company's systems. The test database will allow the client to test the health system's data sets across various functions before using real production data.

## Technologies Used

- Microsoft Visual Studio
- Microsoft SQL Server
- Microsoft Lync
- Microsoft TFS
- Altova Mapforce

# Results

emids will be working with the RCM company to complete the project in 2017. Initial results include:

- Faster client onboarding through new TDM infrastructure and QA services. emids' deep healthcare IT expertise has helped the company support its new major customer quickly with the highest of quality, supporting a key business growth initiative. The project was delivered on time and on budget.

- Minimized data privacy risks with proven data de-identification techniques.

## Benefits

### 50%
**Time Savings**
for data validation efforts

### *Significant*
**Time Savings**
for database and data setup scripts

### Development
**of an open source tool**
that creates rapid volumes of test data without manual effort.

## About emids

emids is a premier provider of healthcare IT services and solutions. emids enables healthcare entities to achieve accessible, affordable and high-quality care by providing custom application and data solutions. Our clients experience true partnership with us as together we navigate the challenges of a rapidly changing healthcare industry.

## Contact Us

**Online:** www.emids.com     **Email:** info@emids.com