Children's
Community Health Plan

CCHP Saves $65,000 Every Year by Reducing the Need for Additional Staffing and C4K Retains over $100,000+ Every Year in Healthcare Claims Reimbursements from the Wisconsin Department of Health Services

Challenges – Manually Correcting EDI File Errors

"Roughly 5% of all claim reimbursements were rejected on average due to unresolved EDI errors in encounters, which summed up to 85,000 claims annually."

For many years, CCHP struggled to meet the 95% encounter data submission and approval rate for State Medicaid reimbursements because of errors and inconsistencies in the encounters from vendors and TPAs. Some common errors included missing the National Provider Identifier (NPI) on referring providers, invalid state code, and missing NPIs to the service location segment.

Before implementing Astera EDIConnect, CCHP used a third-party vendor to prepare EDI transaction sets from the files it received from the TPAs before they were sent to Wisconsin Department of Health Services. However, the process proved ineffective as the data reporting team had to intervene by requesting correction files for all encounters that were denied or not accepted by the state. CCHP would manually go through each file, line-by-line, to perform EDI corrections to ensure the reported transactions were accepted and recorded by the state.

"I would literally need to go in, copy the data file into excel, and use a number of excel functions to find and manually correct errors in each file."

~ Amanda Moede, Health Plan Data Analyst

It took data analysts a great deal of time to scrutinize them manually. Sometimes, a single transaction document took about 3 hours to eliminate errors and ensure compliance with the state department's standards.

"Before we purchased EDIConnect, we updated all EDI files manually. This took up a large amount of time and made it easy for mistakes to occur. Considering the large amount of data we had to correct, we did not have time for all corrections to be made, which caused us to struggle to keep our acceptance rate high enough for state contract requirements."

Business Goals

The goal of CCHP's encounter process is to increase the accuracy and quality of data in EDI files sent to the Wisconsin Department of Health Services that lead to higher approval rates for maximum claim reimbursements.

Astera Solution and Results

After carefully analyzing the situation to improve the EDI approval rates, it boiled down to hiring a full-time data analyst to manually make corrections or opting for a robust EDI solution that could automate the process completely. CCHP did the cost and benefit analysis and went out to search for an EDI tool. After evaluating several products in the market, CCHP chose Astera EDIConnect for the job mainly due to its superior functionality, short learning curve, intuitive, easy-to-use development environment, and process automation capabilities. In the future we hope to use the Astera tool for more EDI files like the 834 and 278.

"The usability of Astera Centerprise is pretty high on the scale to other products we looked at. Compared to EDIConnect, other products looked as complex as a spider web. On top of that, you get the ability to automate the processing the files. So you set it up once and if any files comes in, the product automatically pulls it, corrects it, and creates a new, error-free file."

Error-Free EDI Files in Just 5 Minutes

"Being able to automate files and not even have to touch them before they are corrected and sent out is amazing and saves a lot of time we would otherwise be wasted in correcting, processing, and preparing new EDI files."

Astera EDIConnect is an enterprise-grade EDI solution that allows businesses to perform frictionless B2B information exchange through its robust EDI parser, validator, and transaction builder functionalities.

Astera
Enabling **Data-Driven** **I**nnovation

CCHP has built an end-to-end EDI correction system that only takes a few clicks to remove errors from the encounters with the product. The process only requires data analysts to copy-paste EDI files into the EDIConnect server folder, wait for the tool to run dataflows to clean and prepare the data, verify the corrections, and send the files to the state department.

"Each change in the file done manually used to take 3 hours, which would average to about 2 days per month or 192 hours/$6500 per year. Now it takes just 5 minutes."

Since the process now involves little to no intervention from the data reporting team, it saves about 5 weeks' worth of manual coding and reviewing efforts to resolve errors, which roughly translates into $26,000/year. In addition, CCHP has also saved $65,000/year in hiring an additional full-time employee for managing these EDI files.

Data Submission and Approval Rates Hitting 99%

Due to recurring errors in the encounters, CCHP barely met the 95% criteria of encounter data submission and approval rate for State Medicaid reimbursements. With EDIConnect in the driver's seat to maintain data quality, the non-profit HMO has been continually reaching 97 to 98% EDI approval rates. This has led to a higher number of accepted claims that solidifies its Medicaid-certified vendor status and brings in more revenue from the state.

"This year, we even get it up to 99%, which is a little unheard of, but we were able to achieve it through the EDIConnect tool. It makes sure that each transaction is compliant and not having to worry about going through each individual error and correcting them one by one in a manual way. "

Retaining Over $100,000 in Claims Reimbursement

For CCHP and C4K, the real value of adding EDIConnect to its technology stack comes from the huge increase in the yearly retention of funds from accepted encounters, which is directly attributed to the improved EDI data accuracy. Now the state is paying back dollar-for-dollar for claims related to the Care4Kids program, allowing CCHP to retain over $100,000 in reimbursements.

"On top of the hours and weeks it has saved the data reporting team, it has actually increased our revenue by over $100,000 because of the higher accuracy of data sent to the state."

~ Amanda Moede, Health Plan Data Analyst

Overall, CCHP has found the product to be comprehensive as it checks all the boxes, from providing stellar data accuracy and validation capabilities to automating the process end-to-end, taking away the headaches of manual data quality completely out of the process.

"Astera Centerprise has created an environment where I can create an accurate EDI file in a matter of minutes. CCHP chose this product in lieu of hiring another person to work on encounter data. Astera has kept our business because the product is easy to work with, can be set up once to be used daily, and can be automated to process files with no intervention. Additionally, the support we receive from their company is high quality."

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About Astera

Astera Centerprise is a high-performance, scalable data integration platform that allows businesses to meet today's advanced data management needs. Powered by an enterprise-grade, parallel processing engine, Centerprise offers data integration, mapping, transformation, parsing, and extraction capabilities, all through a single platform.

Astera EDIConnect is an extension of the Centerprise platform that enables users to facilitate B2B data exchange between trade partners and ensure compliance with the EDI standards. Featuring a high-performance EDI parser, validator, and transaction builder, it supports all X12, EDIFACT, and HL7 transaction sets, combined with the ability to define custom transaction sets.

For more information, please visit www.astera.com or contact +1 888-772-7837

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