Product Support for HealthPlan Administration Software

Customised Web-Based Healthplan Administration System provides Physicians Across the United States immediate access to insurance eligibility information and decreases a Patient's 1-2 week authorization waiting-period to a Single Day.

Customer:
A Software Solutions Provider offering Healthplan Administrative Solutions in the Managed Healthcare Market.

History:
In the United States, any visit to a healthcare service center to consult a physician is expensive. If, on the first visit, the Physician deems it necessary for the Patient to be admitted to a hospital as soon as possible for observation, tests and subsequent treatment, the immediate question arising is: "How much does your Health Insurance cover you for?" Most people will probably not be sure of their answers, and the ones who are might suddenly be daunted by the complexities involved in post-hospitalization claims. For the lucky people without an acute condition, a one or two week wait for insurance authorization might be the way to go- but not without the stress involved in acquiring the right information over many phone calls and further visits to the physician for the processing of claims related forms.

Situation Presented to Qatalys:
In order to offer quicker healthcare services to healthcare insurance holders, and to simplify the process for Patients and Physicians alike, Qatalys' Client developed a Web-based Healthplan Administrative System. This comprehensive system provided:

  Insurance holders with around-the-clock hassle-free access to details of their policy and eligibility criteria
  Physicians with instant access to a patient's insurance information in the case of emergencies
  Healthcare centers and Patients with 24-hour-authorizations from the Insurer
  and of course, the Insurance Agency with a system that saved them valuable resources, facilitated the easy processing of claims, and made them a popular choice with the people

Marketing of this Web-based Healthplan Administrative System has begun full-scale. And of course, deals were struck! There was now a need for not just Customized Products, but Hosted services too.

Key Challenges:
  A cost-effective technically-sound production team that could:
  a) understand the domain,
  b) customize the product according to compliance needs which vary from state-to-state
  c) install hosted products too
  d) a 24-hour support team that would maintain the hosted services across the nation
  e) a scalable team that could actively participate in product enhancement and development on newer platforms

Industry: Health Care Project
Size: 210 Person Months & ongoing
Contract Size: 10Persons
Delivery model: Dedicated Offshore

Technology Used:
  J2EE,
  JBoss
  Oracle 9i
  XML
  Hibernate

Tools Used:
  CVS,
  VSS
  Velocity
  MiddleGen T.O.A.D.
  WebFT(Automation Tool)
  Eclipse
  Jira

Key Requirements:
  Ability to deliver with tight deadlines
  Scalability
  Domain understanding

Challenge:
To successfully setup a dedicated team from scratch while building a shared knowledge base of US Managed HealthCare practices..

The Qatalys Solution:

Qatalys leveraged its established process to build a suitable off-shore technical team from scratch. Post the initial knowledge transfer, Qatalys set-up an exclusive confluence website and an 'Ongoing Knowledge-Transfer Program' to provide for the immediate scaling up of the support team to meet the Client's increasing Market needs; and deliver within tight deadlines. Qatalys' off-shore team handled bug-fixes, supported product customization in accordance with compliance needs of various States in the US. The enthusiastic Qatalys team has more recently begun participating in development reviews and has helped forecast potential future technical architectural designs.

The Qatalys Advantage:

- Dedicated professional services team with an insight into the product and the managed Healthcare domain
- Provided Client with the ability to rapidly scale-up to meet Sales efforts
- Knowledge Transfer provided Client with a team that could take on product development at a later stage, thus ensuring very good ROI.
- 24-hour support cell to ensure smooth operation of the Hosted services
- Significant reduction in the cost of customizing the product
- Significant reduction in cost of supporting multiple versions of the product
- Improved marketing efforts by decreasing product-ready turn-around-time
- Off-shore fully functional Development, Production, and Maintenance team has empowered the client to fully focus on new product development and retain market edge.