Case Study

Confianz case study on health risk management, a real time claim approval web based application

How real time claim approval can make the tedious health risk management easy and simpler?

One of our prospective client is the leading managed care service organization in Dubai, specializing in health risk management. With partially automated system, they were finding it very difficult to manage the claim approvals and its adjudication. With the growing competency in the care service area, there need to have a simpler and easy way to handle the insurance claims approval. They decided to go for a web based real time claim approval system between the health care providers and cared service organization that provides an effective way to monitor the services prescribed by the providers and an incentive mechanism for the same. With an already established client reference in Dubai, Confianz could make it to have the discussion with client and present our thoughts on this concern. As they were convinced with Confianz and already had many outsourcing companies, we presented them with a demo of the application built with a single functionality. The client was really impressed by the application demo, its design, work flow and documentation, without any doubt the application built was awarded to Confianz.

The development process was carefully planned and managed by Confianz, in coordination with Cared Service. At each stage of development, client would provide with us the feedback/changes that need to be incorporated for the effectiveness of the application. The application was built from the scratch and had communication with their central database system. The business requirement was studied and documented carefully to avoid the chaos between the client and Confianz. This also accelerated the development process and added to the quality of the application. The major challenges where in handling the load balancing, sync with the central database and workflow at the various stakeholder levels.

Our main focus was on a technology that suits their requirements, user friendliness, cost effective and robust system. On analysing the requirements and challenges, Confianz found it best to build the system in php with codeIgniter framework and MySQL database. Hip-Hop virtual machine was the most suitable web server that can handle users load in the system.

The application was planned to release in different phases. So after 1 month, Confianz had the prototype release with major functionalities addressed along with a demo of the application. The client reviewed the prototype and had few workflow changes, as the application need to match with their other systems. Meanwhile we planned for the next phase, along with the bug fixing of prototype release. Once it was a ready to go signal from the client, we started the

challenging part of the application which includes the web service communications with the other client systems. The client team was also working along with us to clarify the doubts and maintained the rapport with our development team. After carefully planned 5 months development, we released the Beta version of the application covering all the functionalities as per the business requirements.

With the Beta release, the client was able to achieve a tremendous change in the entire business flow as application can manage:
1) Monitor all the services prescribed by the providers and the incentives for the same.
2) Real time approval/validation of the policy at the point of treatment.
3) Managing the consultation and its related documents, test details from a single point.
4) A simple and easy way for the Doctor's to upload the claims with a single click.

Tools Used:
- Google docs and Google spreadsheet for feedbacks and reviews.
- Mantis/ Google spreadsheet for bug tracking.
- TeamViewer/ Skype / Email for communication.
- GIT for software version controlling.
- Zoho Projects for project management
- Eclipse on Ubuntu LTS for development environment.