

SCOTT & WHITE / HEALTHCARE

FUSION IMPLEMENTS SOLUTION FOR INSURANCE COMPANY



Scott & White Health Plan and Insurance Company (SWHP) started operations in January 1982 as a nonprofit Health Maintenance Organization.

SWHP has grown their membership to over 200,000 members and the service area to 50 counties in the Central Texas region. New insurance plans have been introduced to meet the needs of members, employers and the community. These include a statewide self-insured plan, income protection plans, a Medicare prescription plan and a Medicaid plan.

CHALLENGE:

In the case of Scott & White, they were in a difficult position reporting off their existing Milliman system. They found that they constantly had to modify the structure each time the source system changed. As a result they found themselves always having to stop and address every change or new requirement. This was time consuming, reactionary and very costly. Consolidation of data from multiple systems was a manual process, thus making it extremely difficult to ask business questions that spanned multiple data sources. Additionally Government standards were changing, creating a requirement to quickly react to changing standards.

APPROACH:

In line with these requirements we implemented a dimensional model and data warehouse which was truly dynamic and flexible for the business. The model was designed so that when government standards change, they could quickly react to these changes based on the design of the dimensional model. It also incorporates new lines of product in order to be truly extensible for new components of the business. To achieve success they did not have to purchase implement another transactional system, we simply designed and implemented a data warehouse to organize the data in the appropriate fashion to extract the valuable information out of their existing systems.

Fusion Consulting implemented a solution for Enrollment, Claims, Finance, Actuarial, Provider Management, Marketing, Rating/Underwriting, Medical Management, Corporate Services and Operations.

RESULTS WITH FUSION

They are now able to work quickly to answer the business questions they were not able to answer before. Additionally, they find they are now able to react to new types of information requirements that arise, whether internal or external. A major benefit for them is having one central source of patient data where they can respond to any new government initiatives. They now have a flexible extensible solution for self service reporting, enabling them to turn on a dime and respond to any request for information. They are also able to perform historical and trend analysis across their organization. In summary, they have truly enabled information transparency across their organization.

Common questions include:

- What's the volume of business we're doing with a particular Insurance company?
- Which Insurance company is paying the most?
- How timely are they at paying?
- What are the predicted and current Patient loads to enable most effective staffing?

