

HEN

Regional Approaches to HIPAA Compliance

New England Health EDI Network

John D. Halamka MD Chief Information Officer, CareGroup Associate Dean, Harvard Medical School







IEN



- Administrative Structure and Governance
- Sample Functionality
- Administrative Budget
- Real and Potential Benefits
- Implementation Scenarios and Requirements



Massachusetts Healthcare Market

- Top-ranked and world-renowned hospitals and physicians
- Leading managed care market for better or worse
 - #1, #2 and #3 HMOs in the country
- Limited access to funds
 - Non-profit organizations dominate
- Insular

IEN

- Regional players dominate at the expense of national players
- Expensive
 - Average healthcare premiums are 20% higher than national norms
- Extreme cost pressures
 - At or near the bottom nationally in operating margins (negative)

EDI in Healthcare

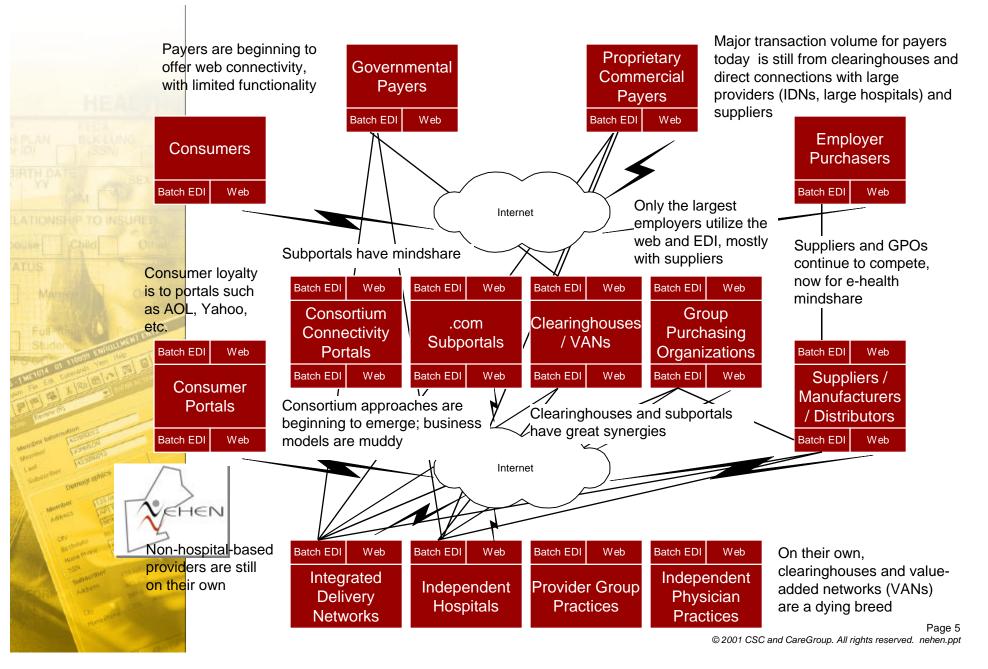




- Healthcare has traditionally been slow to adopt electronic document interchange (EDI)
 - Lack of inter-enterprise standards
 - Payers offer unique solutions requiring multiple technologies and processes in providers
 ✓ POS, Dial-up, IVR, paper, phone, etc.
 - Clearinghouse approach is expensive and limited
 - Identification issues abound
 ✓ Patient, Member, Provider, Payer
 - Limited and weak software vendor support
- Recent changes are resulting in increased adoption
 - IDN scale makes the ROI for bulk EDI more attractive
 - Increased cost pressure payers and providers are losing money and are motivated to reduce administrative costs
 - Healthcare Insurance Portability and Accountability Act (HIPAA) is providing a catalyst



As with the Natural World, e-Health tends Toward Chaos





There are many options in the market...





Our Innovative Approach: NEHEN LLC

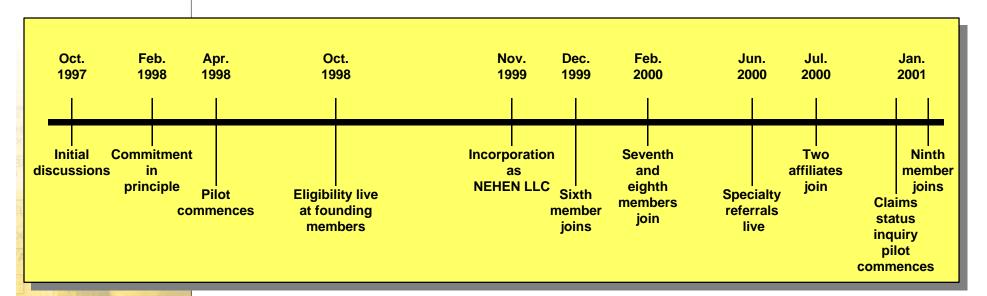
• The New England Healthcare EDI Network (NEHEN LLC) is a consortium of payers and providers in Massachusetts.



Current NEHEN Membership



Brief History and Membership



Current membership represents:

26 Hospitals

IEN

- Over 6,300 licensed beds
- Over 2 million covered lives (not including Medicare and Medicaid)

Expanding membership interest

- 4 integrated delivery networks
- 3 smaller payers
- 8 community / specialty hospitals
- 2 multi-specialty practices
- 3 billing companies
- State agencies and task forces



Declaration of Interdependence



Signing Ceremony — NEHEN LLC — October 1999

Current NEHEN Transactions

Process / Transaction	HPHC	Tufts	BCBSMA	Medicare	Medicaid	NHP
Eligibility Verification	General availability	Complete	At BCBSMA discretion (working on new approach through WebMD / Envoy)	General availability	General availability	7/1/2001
Specialty Referral	8/1/2001	General availability	At BCBSMA discretion (working on new approach through WebMD / Envoy)	NA	NA	Transition from NaviMedix, planning in progress
Claim Status Inquiry	General availability	General availability	May be available through WebMD / Envoy	NA	NA	Planning in progress

Proposed NEHEN Development Plan

Process / Transaction*	Status	Planning Start Date	Pilot Date	General Availability	
Eligibility Verification	Complete	Complete	Complete	Complete	
Specialty Referral	Complete	Complete	Complete	Complete	
Claim Status Inquiry	Complete	Complete	Complete	Complete	
Referral Authorization	In development	In development	8/1/2001	10/1/2001	
Referral Inquiry	In development	In development	8/1/2001	10/1/2001	
Electronic Remittance Advice	In discussion (HPHC, Partners)	TBD, likely next transaction	TBD	TBD	
Claim Submission - Institutional	TBD	TBD	TBD	TBD	
Claim Submission – Professional	TBD	TBD	TBD	TBD	
Claims Attachment	TBD	TBD	TBD	TBD	
First Report of Injury and Discharge Notice	TBD	TBD	TBD	TBD	
Claim Submission – Dental	No plan to implement at this time				

Internal Approach for Leveraging NEHEN's Value

Educate	Communicate Existing and Potential NEHEN Capabilities to Finance, Operations, and Individual Entities	 Group presentations and individual meetings
Discover	Collect Business Metrics, Process Details, and Additional Detail on Information Systems Capabilities and Requirements	 Individual meetings and prepared documentation
Target	Identify Best Practice Approach, Determine Feasibility, and Define Solution	 Facilitated workshops and interviews
Model	Identify Gaps, Model Return on Investment (ROI), and Establish Improvement Targets	 Facilitated workshops, individual meetings, and independent analysis
Plan	Define and Prioritize Business and Technical Projects and Plan for Process Change Management	 Independent analysis and preparation
Budget	Define and Prioritize Business and Technical Projects and Plan for Process Change Management	 Independent analysis and preparation

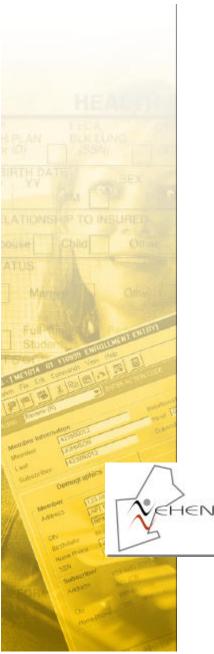
NEHEN Security





- NEHEN has adopted a strict security architecture in response:
 - No central database all patient-identifiable data is transitory in nature
 - Use of private network rather than the Internet
 - Recognizes public concerns around security and confidentiality
 - Security planning takes into account, however, that data may one day be carried over the Internet, or at minimum a public network
 - Signed agreements among participants safeguarding other parties' data





NEHEN Business Model & Keys to Collaboration

Common program management

- Create Strategy & Direction
- Organize and support participant meetings and discussions
- Develop and pilot core technology
 - eGateway
 - NEHENLite
- Coordinate implementation plans
- Resolve implementation issue
- Recruit new members
- Provide impetus and momentum - keep the ball moving down the field (AKA "herding cats")

Each organization is responsible for:

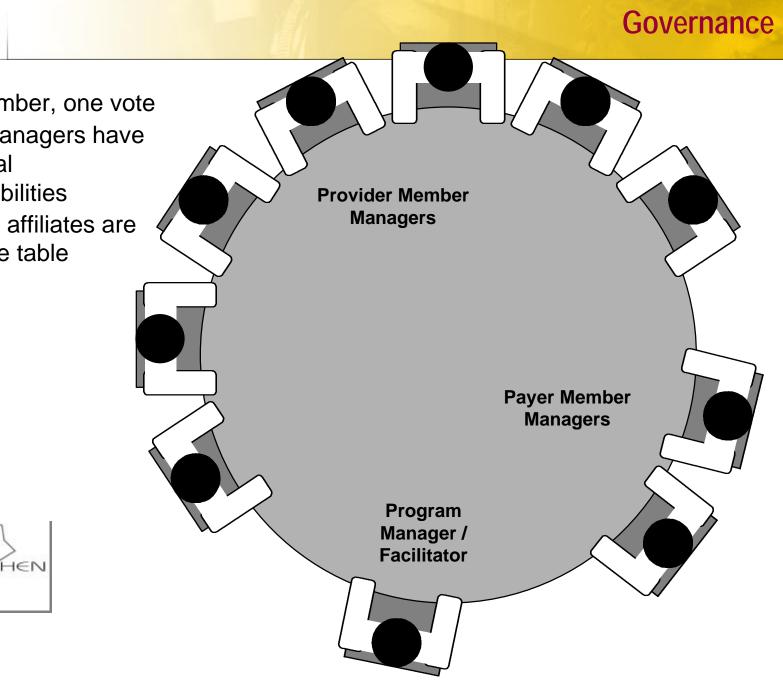
- Implementation costs
- Network expenses
- Monthly program management fee
- The quality of their data
- Security
- Generating and accepting HIPAA compliant transactions







- Some managers have ulletadditional responsibilities
- Contract affiliates are • not at the table







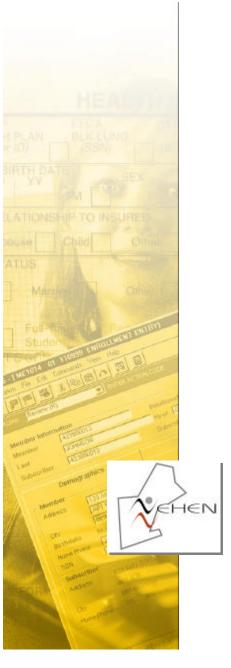
NEHEN — **Principles & Objectives**

- Principles
 - Open (participants, standards, etc.)
 - Low intrusion into individual participants IT agenda
 - Participant value derived from transactions sent & received
 - Data ownership retained by participant organizations
 - Stay focused to avoid CHIN mistakes
 - Keep it Simple

- Key Objectives
 - Address upcoming HIPAA compliance issues.
 - Reducing bad debts and other financial exposures by improving service efficiencies through EDI
 - Shorten the elapsed time to achieve EDI at scale.
 - Reduce the cost of EDI implementation through coordination and standardization



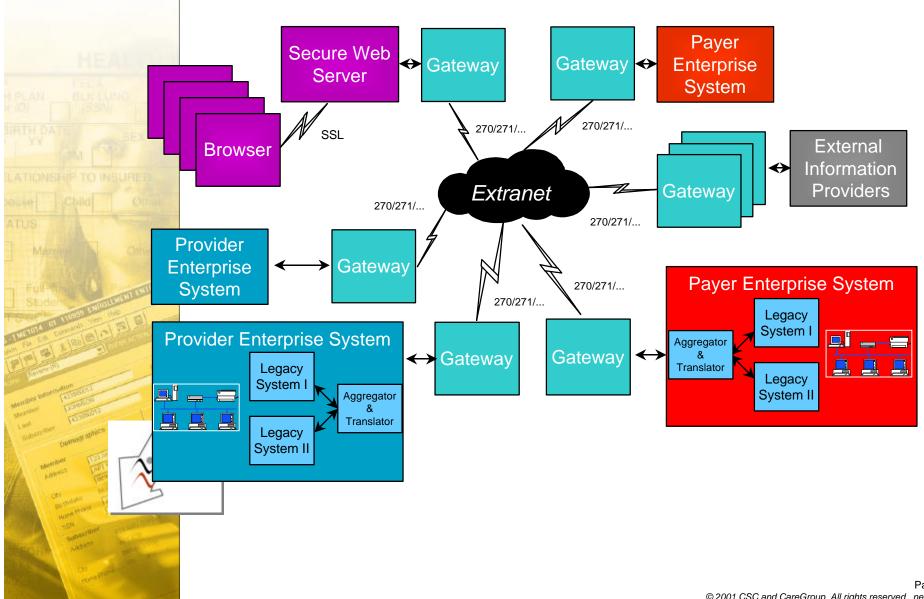




- Gateway
 - Middleware for routing & managing EDI transactions
 - C++ NT multi-threaded Service
 - Transactions (Current 6,000 per day, Tested 20,000)
 - Multiple transport modules supported
 - ✓ Existing: Direct socket, ftp, command
 - ✓ Prototype: XML over HTTP
 - HTML control interface (monitoring)
 - Configuration, Transaction throughput, Trading Partner status
- Extranet
 - TCP/IP frame-based network
- NEHENLite



NEHEN — Architecture







NEHEN at Our Institutions





IEN

	at and				25 PEA 144
2 more	Eligibility Re-	quest			
	Paper: Tota Hea	enna I	TUFTS 📅 Hea	alth Plan	
	Patient				
	LartHass Fee Hase Mills Land Des of Bolts Orade Haley Paulos Des of Series Edds autorated by Factor Science	anatoory Unpacted T	. n		

Intranet version – NEHENLite

- Use when integrated EDI is unavailable in core system
- Supports ad hoc business processes like collections
- Provides means of acquiring early experience with process change (in parallel with core system integration)
- Extends functionality to outlying practices and business processing areas

NEHENlite and Integrated Options

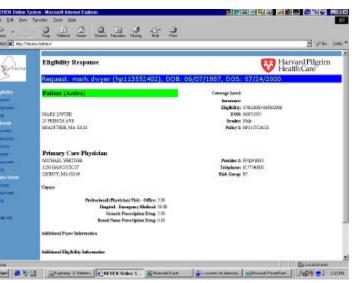
Petient: TEST,EDI* MRN: 8888556 Lang: Provider: H: 617-555-5555 D: 617-555-1111 Rdc: 1 MMIN STREET BDSTON.NR 02114 For Date: FSC: H: 617-555-5555 D: 617-555-1111 Rdc: 1 MMIN STREET BDSTON.NR 02114 For Date: FSC: H: FSC: FSC: APE/DOM: EDI Eligibility Request History FSC/PLN Trading partner DS For Date: FSC/PLN Trading partner Dt Sent Ot Rovd Req by Status Vis/Adm NHM NETHBORHOOD HEALTH 01/02/01 011/02/01 0RHPMI Received NHM NEIHBORHOOD HEALTH 12/11/00 12/11/100 DRHPMI Visued NHM NEIHBORHOOD HEALTH 12/11/00 12/11/100 DRHPMI Received NHM MEIHBORHOOD HEALTH 12/11/00 12/11/00 DRHPMI Received NHM MEIDERID 03/28/00 03/28/00 JBBEEG Received NHM MEDICAID 01/03/00 JORPMI DOTEMIN 0 Selected F70-Quit F10-0K F15-Help F13-Hore Keys 0-Detail E-Eligibility Request E-Eligibility Request		an Appointment					USAC.ONE	
FSE/PLN Trading partner Dt Sent Ot Rovd Req by Status Vis/Adm NHM NETHBORHOOD HEALTH 01/02/01 01/02/01 ORHPMI Received HNEM BCBSWA 12/11/00 12/11/00 DRHPMI Visuad NHM NEIHBORHOOD HEALTH 12/11/00 12/11/00 DRHPMI Visuad NHM NEIHBORHOOD MEALTH 12/11/00 12/11/00 DRHPMI Received NHM MEDICAID 03/28/00 03/28/00 JBBREG Received NHM MEDICAID 01/03/00 JDRPMI IDRPMI 0 Selected F10-0K F15-Help F13-More Keys	Provider spartment C/T/C isit Type From Date APE/DOM			H: 517-55 Rdd: 1 MAIN BOSTON FSC1: NHP-M FSC2: HMD B	S-SSSS D STREET ,NA IGH PCP LUE-NGH	PCP 5	02114 P Flag: N	
HMBM BCB5MA 12/11/00 12/11/00 ORHPMI Uiesed NHM NEIHBORHOOD HEALTH 12/11/00 12/11/00 DRHPMI Received NHM MEDICAID 03/28/00 03/28/00 JABBEG Received NHM MEDICAID 01/03/00 JORPMI 0 Selected F7Q-Quit F10-0K F15-Help F13-More Keys	FSC/PLN					Status	Vis/Adm	
NHM NEIHBORHOOD MERLTH 12/11/00 12/11/00 DRHPMI Received NHM MEDICAID 03/28/00 03/28/00 JRBREG Received NHM MEDICAID 01/03/00 JORPMI 0 Selected F7Q-Quit F10-0K F15-Help F13-More Keys	NHM						i.	1
NHM MEDICAID 03/28/00 03/28/00 JABREG Received NHM MEDICAID 01/03/00 JABREMI 0 Selected F70-Ouit F10-OK F15-Help F13-More Keys								
				12711700		HECEINED		
D-Detail E-Eligibility Request	NHM	MEDICAID	03/28/00	03/28/00		Received		
	NHM NHM NHM 0 Sele	MEDICAID MEDICAID	03/28/00 01/03/00	03/28/00	JORPMI			

Integrated version – IDX, Meditech, Eclipsys, others

- Preferred method for workflow improvement in core business processes
- Avoids double-keying / re-keying
- Eases distribution and reduces training requirements for registration clerks, billing clerks, etc.



HEN



Interactive submission and review

- Eligibility
 - At point of registration or scheduling (or both)
- Referral Submission
 - ✓ Complete online form rather than paper form and submit directly to plan
 - ✓ Response usually not required realtime (can be asynchronous)
- Claim Status Inquiry
 - ✓ Efficiency tool for billing and collections

Real-Time and Batch Alternatives

d we th	and the second	Seand Paripiles 14	of he i	Well C			≜ pio j
- Anteres	Eligibility Review (Selection Criteria	(scormlice)					
14-18 p 	© Supported within Social ⊂ Members Last Hann ⊂ Polony II andre ⊂ Status	1 den.	Shee all to	P	Process Face		
	Nora	Paul	Follow!	Des Sev.	Data Pacased	944	Tigraft \$
	REPORT SOME	BORCHA.	10,200,020	1:00410 34:05:01	136400141842	Bendred	ACC IN
	ROOMAN ADDARES	INTERNA.	26353000	120489 14 25 57	130400143942	Received	37194
				and the second se		and the second second	and the second se
- Million (1996)	STREET, MARTIN	Mederal	01109610	10040014/20151	1204001425-02	Bandward	PATIER
-	STREET, MARTIN	Moderal Moderal	0.1298(0) 33112309	120400 34:27:57 1203008 34:27:57	120400142542	Renered	ACTINE
						11	
in Them	TORNES, STREET	Moderal	131122016	130308 14 2018	12810101428-02	Revered	ACTINE
-	TORNEL STREET	Moderal BCRSMA	9371232099 9.58054102	120300 M 2010 120400 M 2036	128480142842 128400142848	Rendred Rendred	ACT III. ACT III.
in These	TORNES, STOLAR POSTOLITOR, REVER PARL PETER	Medenal BCRSMA Medanal	50102009 9.5054402 2.20609001	120400 14 2010 120400 14 2010 120400 14 2016	138400143840 128400143841 128400142841	Renared Rendrati Randred	ACCRE ACCRE ACCRE
in The Sec	TORNES, RTHAN PERDERTER, REVEN PARL, PETER MUCAHED, INDEX	Molenal BCIEMA Molenal BCIEMA	829823099 858854492 2208998321 8648993388	120400 H 2010 120400 H 2016 120400 H 2016 120400 H 2017 120400 H 2018	138400143840 128400143840 128400142840 138400142840 138400142840	Panared Report Panored Record	ACTIVE ACTIVE ACTIVE SUBJECT
	TORMER, REPLAN POSTERITOR, REVER PARE, PETER POSAMED, REDER MERICADO, DATEI	Medenal Belkima Medenal NGEMA REEMA	NUTRIZIONE RESILIENTE ZZOROWER RENERATION RENERATIONER IN VARIANT	120400 14 2010 120400 14 2010 120400 14 2030 120400 14 2038 120400 14 2038	138400 1428 42 138400 1428 41 138400 1428 41 138400 1428 42 138400 1428 40 138600 1428 40	Resolved Resolved Resolved Resolved Resolved	ACTIVE ACTIVE ACTIVE SUBJE SUBJE
	TORACI, ATHLE PARLATER, EXPIS PARL PETER MORANET, ISBECH MERCADO, DATEL MORALES, ALEC	Medenal BelleSMA Medenal BelleSMA Received Plagram	SUTELING RESIDENT 220106031 IN REPORT IN WEIGHT REPORTED REPORTED	120400 34.2010 120400 34.2036 120400 34.2037 120400 34.2038 120400 34.2038 120400 34.2038	136400143943 136400143941 136400143941 136400143940 136400143940 136400143940 136400143940	Rendred Rendred Rendred Renored Renored Renored	ACTIVE ACTIVE ACTIVE STRAF STRAF FATHER
	TOMARD, RTHAN POSTADITAR, REVUS PARL PETER MORANED, IBREN MORANED, IBREN MORANED, IBREN MORALES, ALEC Intern, WANG	Molesal BCROMA Molesal BCROMA BCROMA Blavad Filgrin Molesal	52102309 8305462 22090603 816891018 81692063 8169304430 8169304430 8139543	120480 14 22 00 120480 14 22 00 120480 14 22 37 120480 14 22 38 120480 14 27 38 120480 14 27 38 120480 14 27 36 120480 14 27 34	138480143940 138480143840 138480143840 138480143840 138680143840 138680143840 138680143840	Rendred Rendred Rendred Rendred Rendred Rendred	ACTIVE ACTIVE SCROP SCROP SCROP BATHY BATHY BATHY
in The Sec	TORARD, RTHAN POSTARTER, EXPRES PARL, PETER BORANDO, DOVEL BORANDO, DOVEL BORANDO, DOVEL BORANDO, DOVEL BORANDO, DOVEL BORANDO, MANDO BORA, Apha	Stelanal BCRCMA Medinal BCRCMA BCRCMA Bernal Flights Medinal	921022009 9220303002 923030402 923030402 92303402 9230340 9230340 9230340 9230340 9230340 9230340 9230340 9230 923040 923040 923040 923040 923040 9230 9230 9230 9230 9230 9230 9230 923	125080 14.2210 12040 14.2216 12040 14.2237 12040 14.2237 12040 14.2238 12040 14.2238 12040 14.2238 12040 14.2534	138400143840 138400143841 139400143841 139400143840 138400143840 138400143840 138400143839 138400143839 138400143839	Panared Rodred Record Record Record Record Record Record Record Record	ACTIVE ACTIVE ACTIVE SUBJE SUBJE PATHER ACTIVE PATHER
	TORADI, RETAR PORDETER, EXPER- PORDETER, EXPER- PORTER, PETER PORTER, EXPER- PORTER, ALTER PORTER, ALTER PORTER, ALTER PORTER, ALTER PORTER, ALTER PORTER, ALTER PORTER, ALTER PORTER, ALTER PORTER, ALTER PORTER, PETER PORTER, PETER PORTER PO	Stelanal BCRCMA Medinal BCRCMA BCRCMA Bernet Fligtle Medinal Medinal	921022009 9220303002 222030402 203030402 203030402 203030402 203030402 20303040 20303040 20303040 2030305 2030405 2030405 2030405 203040 203040 203040 203040 203040 203040 203040 203040 203040 20305 203040 20305 2005 20	125080 14.2210 12040 14.2234 12040 14.2237 12040 14.2237 12040 14.2236 12040 14.2236 12040 14.2536 12040 14.2534 12040 14.2534	1204400 1429-42 (204400 1429-43 (204400 1429-43) (204400 1429-43) (204400 1429-43) (204400 1429-13) (204400 1429-13) (204400 1429-13) (204400 1429-13)	Panarel Rodrel Panovel Roveni Roorel Roorel Roorel Roorel Roorel Roorel Roorel Roorel Roorel	ACTIVE ACTIVE ACTIVE SUBJE SUBJE PATHER ACTIVE PATHER ACTIVE

Batch submission and review

- Eligibility
 - Submit all appointments scheduled for the next day and "work" the 20-30% of problem cases (patient not found, wrong date of birth, patient inactive, etc.)
 - Can be used in conjunction with and in addition to real-time request at point of registration or scheduling (i.e., no-cost double-checking)
- Claim Status Inquiry
 - Submit inquiries for all claims more than 10 days old and review the results © 2001 CSC and CareGroup. All rights reserved.



NEHEN Online System - Microsoft Internet Explorer P W 🔀 🖻 🔍 🔍 🕑 👪 🐯 🖉 🔁 🚱 💶 🗗 🗙 <u>File Edit View Favorites Tools Help</u> 🛞 Stop Mail ■ 0 Print \$ * 3 ŝ Back Refresh Search Favorites History Home Address 🛃 http://lstuntz/nehen/ 🝷 🧬 Go 🛛 Links 🎽 **Specialty Referral** VEHEN Payer: Tufts Health Plan 💌 TUFTS 📅 Health Plan Eligibility Request Patient **Referring Provider** Responses. Help Policy Number: Provider ID: (Payer) 🧿 Referrals Last Name: Last Name: Specialty First Name: First Name: Admission Date of Birth: SSN: (MMDDCCYY) Services Diagnosis: (ICD-9) Inquiry Responses **Referred** to Provider Authorization Help **Claim Status** Normal -Provider ID: Service Level: (Payer) 🧿 Request 12/4/2000 Last Name: Date: Visits: 1 Responses • First Name: Service Type: Consultation Help Procedure Code: (CPT-4) Version: 4.0 Reset Submit HEN Done 遺 Local intranet 🥭 🧕 💋 🔍 Exploring - C:\Nehen-... Free NEHEN Online S... X Microsoft Excel Microsoft PowerPoint . 👮 🔂 🌄 🍕 🗧 2:45 РМ Start 🚱 » current wh data req...

NEHENLite – Specialty Referral Submission



NEHENLite – Claim Status Inquiry

	🙆 NEHEN Online Syste	m - Microsoft Internet Explorer		- IV 🔊	• 🔍 🔍 💿 👪	🖉 😂 🔁 🚱 💶 🗗 🗙
	<u></u> Eile <u>E</u> dit <u>∨</u> iew F <u>a</u> r	vorites <u>T</u> ools <u>H</u> elp	200			
	$ \Leftrightarrow , \rightarrow ,$		→ B History Mail Print			
156	Back Forward	Stop Refresh Home Search Favorites	History Mail Print			▼ 🖉 Go Links ≫
	Agaress je nttp://istuntz	nenen/				
Styric In	YEHEN	Claim Status Request				
BEX	Eligibility	Payer: Harvard Pilgrim Healthcare ▼ Harvard Pilgrim Healthcare Tufts Health Plan	😽 Ha He	ervard Pilgrim Palth Care		
DINSURED	Request Responses	Service Provider	Patient			
Ottab	Help Referrals	Institution or Last Name: First Name:	@ Last Name: First Name:			
and the second	Specialty Admission	Provider ID:	(Payer) Policy Number	ber:)	
Convertige	Services		Date of Birtl	(((((((((((((((((((((((((((((((((((((((•	
C CONTROL	Inquiry		Gender:	Unspecified 💌 🞯		
During Color	Responses Help	Claim				
STALL .	Claim Status	Account Number:				
ALC: AND ALC: ALC: ALC: ALC: ALC: ALC: ALC: ALC:	Request	Payer Claim ID:				
and a second	Responses	Dates of Service From:	0			
year IS	Help	Claim Amount:				
74 2017	Version: 4.0	Fields indicated by 🕲 or ┥ are required fie	elds.			
and T		Reset Submit				
VEHEN						
3	🖉 Done					🗐 Local intranet
		👔 Exploring - C:\Nehen 🖉 NEHEN Onlin	e S Kicrosoft Excel	🕜 » current wh data req	Microsoft PowerPoint	2:47 PM
period and a second sec		- Li				

🗧 CareGrou	p Net - Micro	soft Inter	net Explor	er												_	8 ×
∫ <u>F</u> ile <u>E</u> dit	⊻iew <u>G</u> o	F <u>a</u> vorites	<u>H</u> elp														e
Back -	> - Forward	🛞 Stop	🔔 Refresh	Home	Searc	* h Favorites	🌀 History	Sector Se	Fullscreen	Mail	Print	Edit					
🛛 Address 🦉	C:\WINDOWS	DESKTOR	Prototype-	981108\top	.html											- 1	Links
			прег п	Σ.		1			Р	lan: [sei	ectapia	an 🔟	SEARCH				
NET.	VIDER SERVI WORK	ICE Ref	erring	PCP:		Sele	ct One	T	<u>S</u>	EARCH			<u>CUSTOMI</u>	<u>ZE</u>			
ELIGIBILI	TΥ	Dro	wider	Details	5												
Inquiry						Microsoft Ir	ternet Ex	plorer		_ 🗆 X	1		CUSTOM	176			
			nission			carous an		25			1		CUSTOM	6			
	ZATIONS					ICE)9 Se	arch			<u> </u>						
<u>Quick S</u> General		Adr	nissior										Televices	2.22			
Contraction of the second	<u>t Referral</u>												Telephor	16			
and the second second second	t Admission	Ad	missior		ch for	ICD9 cod	les ab		. 1								
	t Service	- Au						Sear	ch								
		Adr	nissior														
REPORTIN	NG	Тур	e of A														
<u>Activity</u>					1			(and		i							
		Adr	nissior	n Categ	iory:	Medical		•									
OTHER	Disset	Prir	mary A	dmissio	on i			s. Se	condary		r.				E L D OL L		
Help	<u>r Directory</u>	Dx:					SEAR		Imission	Dx:				2	SEARCH		
Logout		Rea	ason fo	r													
		Adr	nissior	n:										-			
				route tl	his												
			uest to						ability ar	nd	Γ	Select One	. 💌				
			hager:	PSN C	ase			Re	covery:		ĺ						
								<u>.</u>	Reques	t Admissi	on						
																	Ţ
I.I.																	
@]												📃 🗐 My	Computer				

CareGroup Net - Microso	ft Internet Explorer				
∫ <u>F</u> ile <u>E</u> dit <u>V</u> iew <u>G</u> o F	avorites <u>H</u> elp				æ
Back Forward	Stop Refresh Home S	🧟 🔝 🧭 earch Favorites History	Channels Fullscreen	Mail Print	Edit
Address 🛃 C:\WINDOWS\D	ESKTOP\Prototype-981108\top.html				✓ Links
PROVIDER SERVICE NETWORK Affikated with CAREGROUP		Out-Of-N	etwork Requ	ested?	
ELIGIBILITY <u>Inquiry</u>	This referral is to an out-of- If you make use of a netwo			ed.	
AUTHORIZATIONS Quick Search	Option 1: <u>Modify re</u>	ferral request			
<u>General Search</u> <u>Request Referral</u>	Option 2: Request o		_		
Request Admission	Justification:	Patient request	-		
Request Service REPORTING <u>Activity</u>	Comments:				
OTHER <u>Provider Directory</u>					×
<u>Help</u> Logout		Request Ou	t-of-Network		
Done				💻 My Compute	er //

CareGroup Net - Microsoft	Internet Explorer				. 🗆 ×
<u>File E</u> dit <u>V</u> iew <u>G</u> o F <u>a</u>	vorites <u>H</u> elp				e
	Stop Refresh Home Searc	h Favorites History Channel	s Fullscreen Mail	Print Edit	
Address 🛃 C:\WINDOWS\DE	SKTOP\Prototype-981108\top.html				Links
PROVIDER SERVICE	Te	mporary Tracking	a Number A6	82432	-
METWORK Affiliated with CAREGROUP			,		
ELIGIBILITY					_
<u>Inquiry</u>	Patient Details				
	Member ID:	0277883612	Plan:	BCBSMA	
AUTHORIZATIONS	Name:	Carter, John	Product:	HMO Blue	
<u>Quick Search</u>	Referring PCP:	Taussig, Helen	PSN ID:	16351	
<u>General Search</u>	Risk Unit:	BIDMC			
<u>Request Referral</u>	- ·· - · ·				
Request Admission	Provider Details	and the second second		10701	
Request Service	Refer To Provider:	Woo, John	PSN ID:	12786	
	Risk Unit:	BIDMC			
REPORTING					
Activity	Referral Details	10.07.1000			
OTUER	Start Date:	10-07-1998			
OTHER Browider Directory	End Date:	12-31-1998	10.0		
Provider Directory	Services Requested:	Consult only	Visits:	1	
<u>Help</u> Logout	Reason for Referral:	Worsening sympton		st 5 days. Patient and shortness of breath.	
Logour		complaining of seve	si e chest pair a	and short theas of breath	
	Diagnosis				
	Primary Diagnosis:	413.1	Description:	Prinzmetal Angina	
	and the second second	10.1	and the second second	r finzineta Angina	
	Secondary Diagnosis:		Description:		
	This referral is				-
🗳 Done			🥼 📔 🗍 🛄 Му	Computer	1



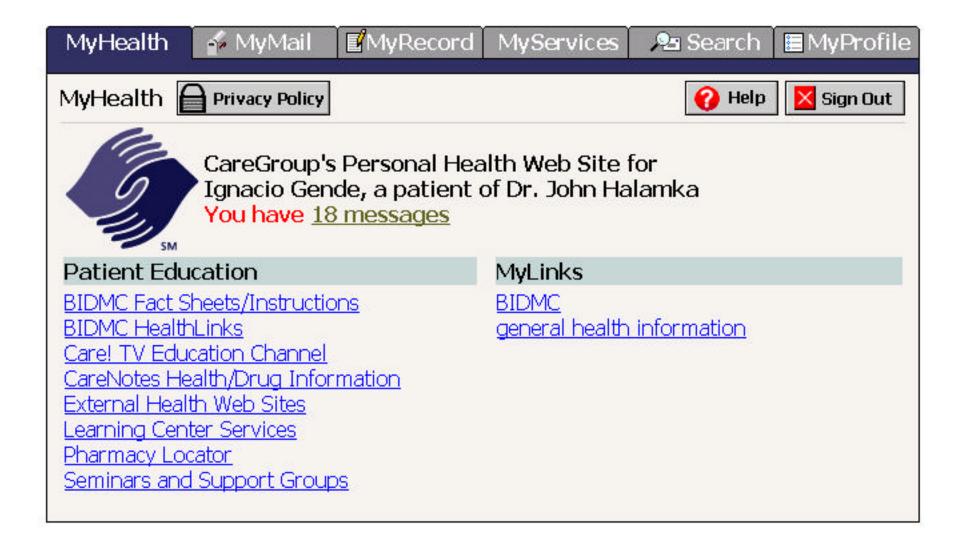
CareGroup HealthCare System implemented PatientSite to give patients the opportunity to communicate with their physicians through the Web. It is secure and free for all CareGroup patients. PatientSite should NOT be used for emergencies.

Please enter your Username and Password to login.

If you are not a registered patient of PatientSite, click on

"Take a Tour" and see what it has to offer you, or go directly	Register Now!
to registration by clicking on "Register Now"!	Forgot Password?
Username:	
Password:	
Login	

Take a Tour



	cord MyServ	vices 🔎 🔑	Search 🔳	MyProfile
Check Benefits/Elibility 🗙 Exit			🕜 Help 🛛 🎽	Sign Out
	D GENDE: El :e Date: 9/16/00	igible		
Patient Demographics				
Name:	GENDE, IGNACIO	Member ID:	HPCG01648-00	L
Sex:	м	Date Of Birth:	19651205	
Address:	27 NUT RD AUBURN NH 030	32		
Start Date	4/1/00	End Date	4/1/01	
Primary Care Provider Info				
PCP Name:	CAMPO,RAFAEL	PCP Plan ID:	65095BI 0010	
Address:	330 BROOKLINE BOSTON MA 022			
PCP Phone:	6176672422			
Benefits				
Plan:	HPHC	Product:		
Copay Info				
Professional (Physician) Visit - Office	\$5.0000/Visit			
Hospital - Emergency Medical	\$40.0000/Visit			
Generic Prescription Drug	\$10.0000/Visit			
Brand Name Prescription Drug	\$0.0000/Visit			
Transa	ction time:2 Secon	ds		

MyHe Audit	× Exit	MyMail Return to Lis	MyRecord	MyServices	And Search	MyProfile
		- L			M Lieb	🔀 Sign Out
Date	Time	Person	Function	Location		
9/5/00	5:31:00 PM	Gende, Ignacio	labs	10.150.60.126		
9/5/00	5:31:03 PM	Gende, Ignacio	lab_detail	10.150.60.126		
9/7/00	4:18:50 PM	Gende, Ignacio	/myhealth.asp	207.16.63.250		
9/7/00	4:34:20 PM	Gende, Ignacio	/mailbox.asp	207.16.63.250		
9/7/00	4:34:32 PM	Gende, Ignacio	/myrecord.asp	207.16.63.250		
9/7/00	4:39:42 PM	Gende, Ignacio	/services.asp	207.16.63.250		
9/7/00	4:43:13 PM	Gende, Ignacio	/search.asp	207.16.63.250		
9/7/00	4:43:35 PM	Gende, Ignacio	/services.asp	207.16.63.250		
9/9/00	10:09:15 AM	l Halamka, John	/ccclabs.asp	10.150.60.126		
9/9/00	10:09:15 AM	I Halamka, John	labs	10.150.60.126		
9/9/00	10:11:44 AM	I Halamka, John	/ccclabs.asp	10.150.60.126		
9/9/00	10:11:44 AM	I Halamka, John	labs	10.150.60.126		
9/9/00	10:17:30 AM	I Halamka, John	/ccclabs.asp	10.150.60.126		
9/9/00	10:17:30 AM	l Halamka, John	labs	10.150.60.126		
9/9/00	10:38:22 AM	l Gende, Ignacio	/myhealth.asp	10.150.60.126		
9/9/00	10:38:24 AM	l Gende, Ignacio	/myrecord.asp	10.150.60.126		
9/9/00	10:38:26 AM	l Gende, Ignacio	/cccxrays.asp	10.150.60.126		
9/9/00	10:38:26 AM	l Gende, Ignacio	xrays	10.150.60.126		
9/9/00	10:38:32 AM	l Gende, Ignacio	/cccxrays.asp	10.150.60.126		
9/9/00	10:38:32 AM	l Gende, Ignacio	xrays	10.150.60.126		
9/9/00	10:42:18 AM	I Gende, Ignacio	/cccxrays.asp	10.150.60.126		



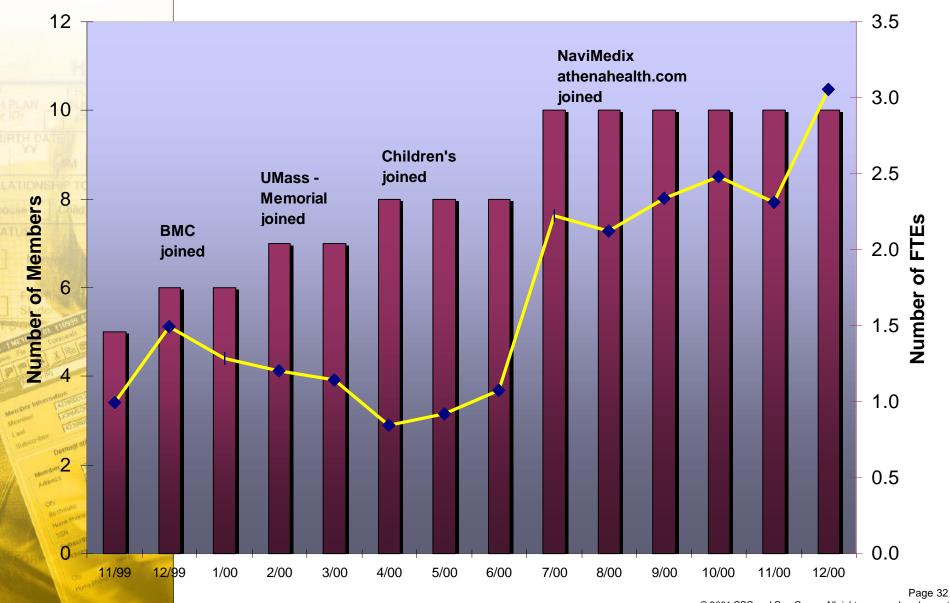


Administrative Budget





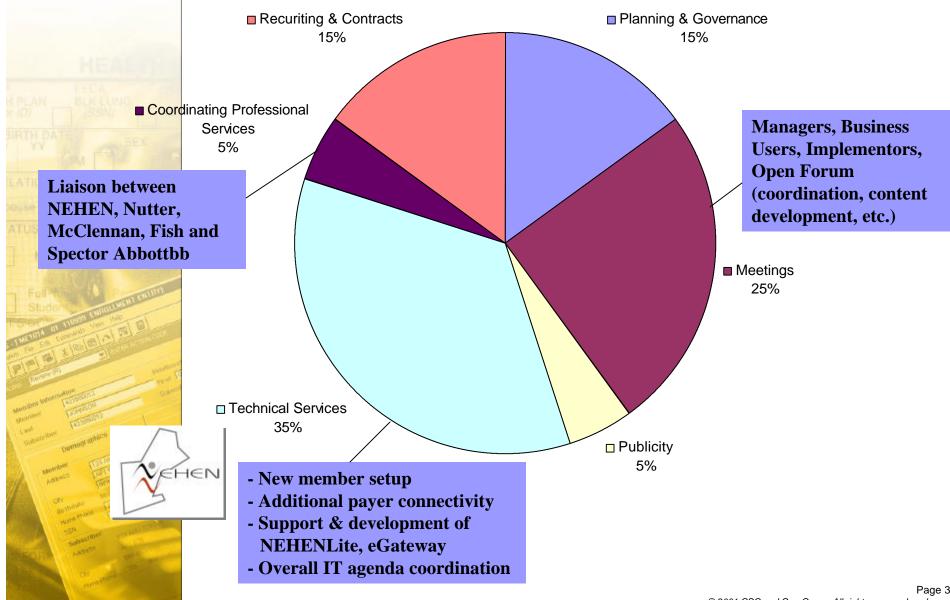
Program Management Effort (by FTE) & Membership Count



© 2001 CSC and CareGroup. All rights reserved. nehen.ppt



Scope of Services -How do we spend our time?



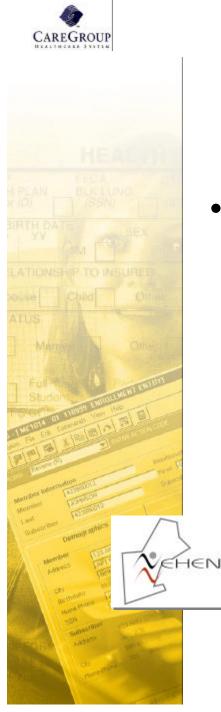








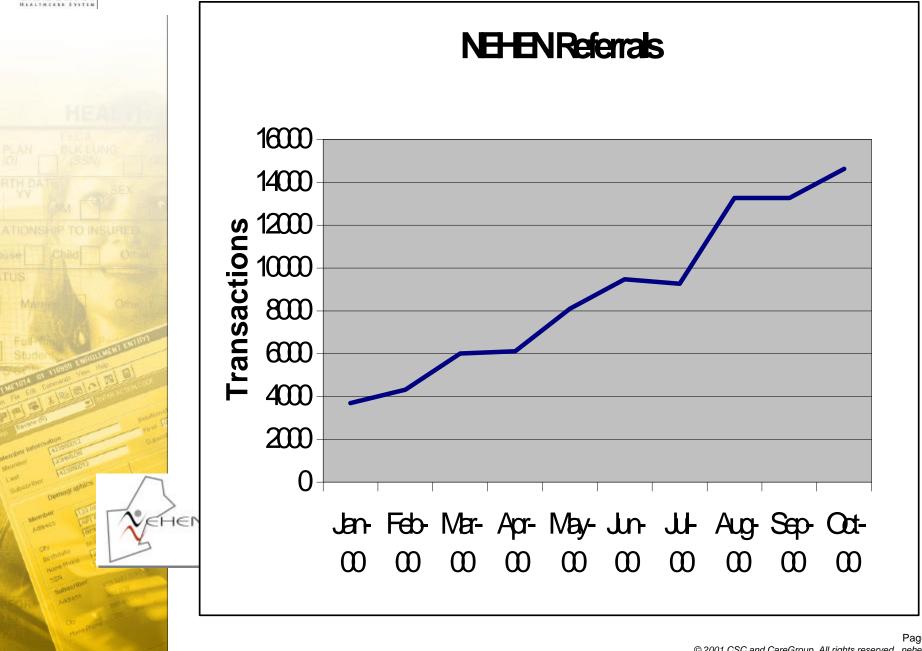




- Service Tracking And Referral System (STARS)
 - 100% of CareGroup PCPs (535)
 - 268 Specialists
 - Real time leakage data
 - Referral Management
 - \checkmark 100% of leakage is pended
 - \checkmark 100% of the rapies after 6 visits is pended



STARS volume



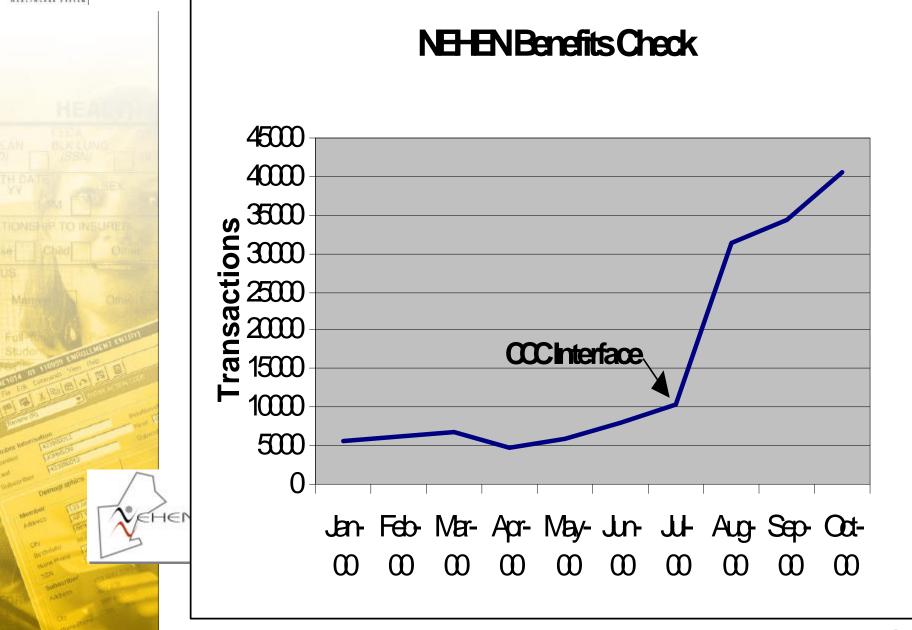


How have we used NEHEN?

- Web-based eligibility checking
- CCC Integration
- Meditech Integration in October 2001

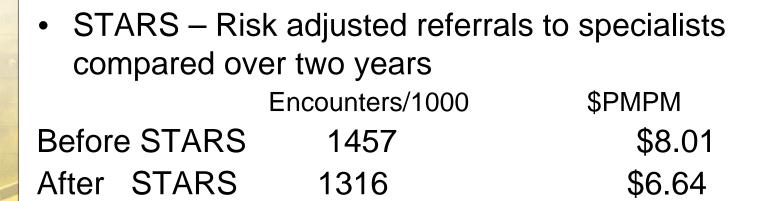


NEHEN Benefits Eligibility









\$6.2 million dollars in savings





• Leakage before and after STARS

BID	20.8%	17.5%
DGL	29.5%	26.2%
DWA	19.6%	12.6%
NEB	20.8%	17.9%
MTA	23%	23%

• \$4 million dollars in savings





Implementation Requirements



Getting Started



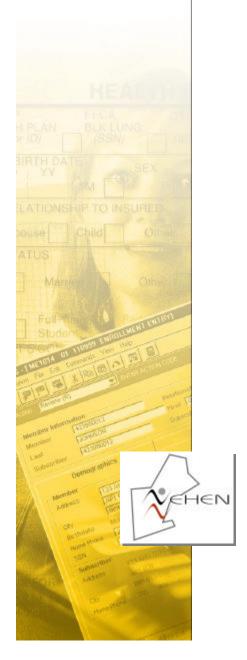


Build the business case

- Estimate your opportunity for savings
 - ✓ Data gathering process, financial, technical
 - ✓ Workshop to develop pro forma ROI
- Align your organization
 - ✓ Secure high level sponsorship
 - $\checkmark\,$ Process change will be significant
- Plan for technology integration
- Implement
 - NEHEN membership
 - Acquire infrastructure
 - Integrate with core systems
 - Training and rollout



Sample Implementation Project Outline



• From Children's Hospital Boston

Activity	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10
Implement core NEHEN connectivity software										
Implement additional payer connectivity solutions										
Develop core system integration										
Site-specific enhancements to NEHEN software										
Conduct System and User Test										
Training and Rollout for initial site										
Training and Rollout for additional sites										



Resource and Capital Requirements

- Small team with healthcare process, revenue management, EDI / e-commerce, and HIPAA expertise
 - Project manager from IS, Finance, or Patient Operations
 - Technical resources application and networking
 - HIPAA team

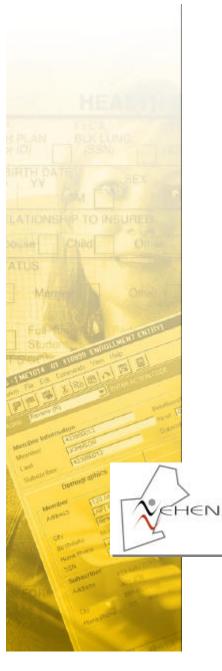
Investment in integration effort

- Commitment of internal resources
 - ✓ Administrative and project management
 - ✓ Technical
 - ✓ Training
- External consulting / vendor resources
- Minimal component costs
 - Gateway server
 - Router(s) and other network components
 - Leased line installation
- Ongoing costs

IEN

- Program management fees
- Minimal support costs





Sample Implementation Costs: Mid-sized Hospital

Ť		Impleme		entation		2/1/200
+				ted Cost		
╈		Lo	w range	Hi	gh range	Notes
ni	tial Investment					
	lardware					
	2 Windows NT Servers - (Production & Test)	\$	15,000	\$	40,000	based on current prices for an appropriate Compace ProLiant DL360 - price is total for both servers.
9	Software					
	Operating System and Web Server (for test & production)	\$	3,400	\$	8,000	\$4000 per copy for Enterprise Edition which you may or may not need, depending on your standard server configuration
	Microsoft SQL Server	\$	10,000	\$	30,000	prices range from \$5000 - \$15000 per server if you need a new copy of the database or NEHENLite can run on an existing copy if you have space => These prices are list from Microsoft's web site
						you may get better prices through a Open Licens agreement, if you have one Screen scraping software to support the Medicare
	Attachmate eVantage SDK 2.5	\$	1,000	\$	1,200	connection
t	Development environment for support use	\$	500	\$	1,000	example: MS Visual Studio
	Core Application EDI module	\$	5,000	\$	15,000	For full integrated solution with your core application such as: Meditech, IDX
+	NELENI its Software for aligibility, referral and					
	NEHENLite Software for eligibility, referral, and claim status inquiry request	\$	_	\$		free to NEHEN members
┼	NEHEN eGateway routing Software	\$	-	ֆ \$		free to NEHEN members
┢	NEHEN Medicaid eligibility service Software	\$		Գ \$		free to NEHEN members
┢	NEHEN Medicare eligibility service Software	\$	-	\$ \$	-	free to NEHEN members
t	NEHEN BCBSMA eligibility service Software	\$	-	\$	-	free to NEHEN members
+	Total for Hardware & Software	\$	34,900	\$	95,200	
I	nstallation					
	NEHEN-supplied Software - installation and initial configuration	\$	-	\$	-	Included as part of NEHEN program managemen services
	Core application EDI Module - installation and configuration		??		??	Call your application representative
	Optional: Systems Integration services from CSC or another vendor.	\$	-	\$		These services could include Project Manageme rollout and training, enhancements to the core NEHEN software for your business use, and development of reports to help track compliance and ensure that you receive optimum value from the NEHEN investment.
	Total Initial Investment	\$	34,900	\$	195,200	



Operating Costs



Эn	going Costs				
Telecommunications					
Т					NEHEN can leverage existing connections to
					payers if they are there. The Medicaid service can
					use a modem to redue cost, but increase response
	Connections to payers - frame relay	\$	270	\$ 750	time.
N	IEHEN Membership				
	Program Management	\$	6,000	\$ 6,000	
	Other business expense	\$	150	\$ 250	Accounting & Legal fees
	Total Ongoing Monthly Cost	\$	6,420	\$ 7,000	
		•			
	Total Annual Ongoing Cost	\$	77,040	\$ 84,000	





NEHEN Summary and Esprit de Corps

- Collaborative
 - Shared development
 - Shared intellectual property
- Standards- based
 - Internet-technologies and HIPAA (ANSI X.12)
- Secure
 - Extranet of private lines connecting the participants
- Cost-saving, rather than revenuegenerating business model
 - Zero transaction-based charging

- Integrated with enterprise applications
 - Avoid double-keying
 - Integrate with existing workflows and processes
 - Minimal intrusion into enterprise strategies and architecture
- Insourced model
- NEHENLite
 alternative
- Non-intrusive





