



DTS Customer Case Study

Healthcare Systems Analysis - Benefits Administration

Need:

A leading healthcare insurer based in Michigan needed assistance to support the contract changes and benefit administration of their large national and local accounts.

Solution:

Digital Technology Solutions staff identified, analyzed, and defined benefit structures, defined the system logic and validated the system changes required as per the benefit contract changes of large national and local accounts. DTS staff was involved in New Group Implementations - adding new companies (national accounts) to the client's system and implementing several **medical, prescription, and dental plans**. Our staff coordinated the internal table updates that support business processes. We created cost-share and visit frequency updates for several medical plans for *Physical, Occupational, and Speech Therapy, Urgent Care, and Chiropractic services*. We analyzed and resolved issues regarding erroneous payment for services that are not a covered benefit, inappropriate denial of payment for covered services, incorrect calculation of benefit dollar maximums. Our staff also investigated and resolved the incorrect application of coinsurance for both mental health and substance abuse benefits. Our staff acted as Project Mentor for new team members.

Benefits:

On-time delivery and launch of new accounts and plans, identification of erroneous payments resulting in revenue gains. Reduced errors in payments and denial of services resulting in improved customer satisfaction.

If you would like to know more about this case study or DTS capabilities, please call (248) 432-2611 ext 101 or email: stalluri@dts-it.com.