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Tracking Health Claims Status Across Multiple Formats, Forms, Systems, and Platforms (and not losing any!)

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Agenda

- Landscape & Context
- The Challenge
- The Solution
- Outcomes
- Next Steps
- Best Practices
- Summary and follow-up

About Kaiser Permanente

Members	Medical Facilities & Staff	Employees
10.1 million	38 Hospitals	177,445 Technical, administrative and clerical employees and caregivers
7 Geographic Regions	619 Medical Offices & Outpatient Facilities	>6,000 in IT!
	17,791 Physicians	
	49,978 Nurses	

…and a LARGE variety of systems!

As of July 2015. See more at: http://share.kaiserpermanente.org/article/fast-facts-about-kaiser-permanente/#sthash.bCVxveEQ.dpuf

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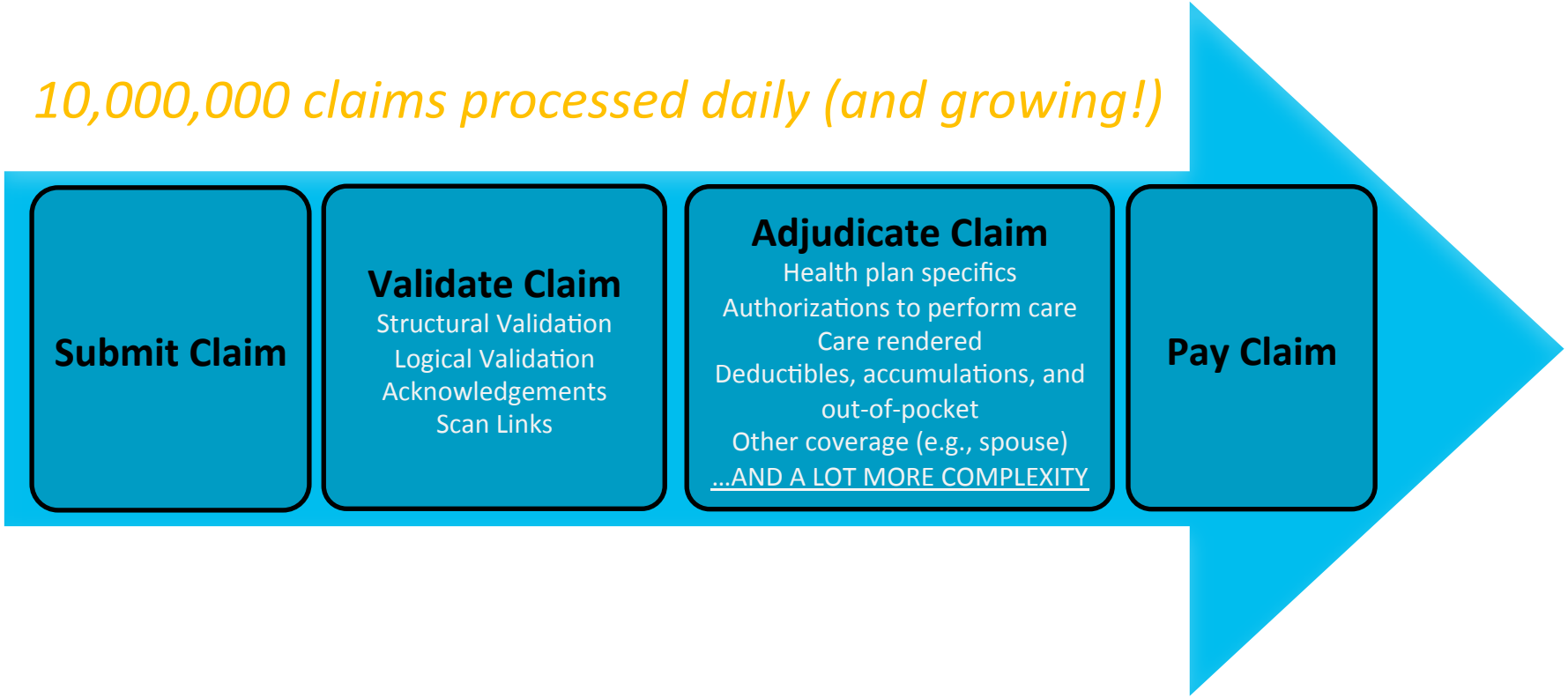
Claims Adjudication: High Level

10,000,000 claims processed daily (and growing!)



Claims Adjudication: The Reality

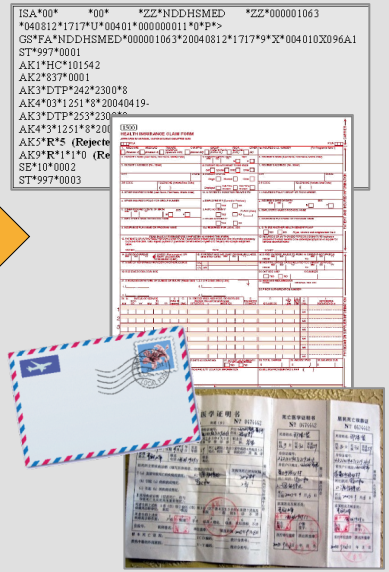
Submit Claim

Internal Systems

Contracted Partners

External Providers

Multiple Claim Formats



Process Claim

Validation

Format Validation
Logic Validation
Scan Links
Acknowledgements
Initial focus area

Adjudication

Pay Claim

2015 Policy Change

All claims must route through National EDI for input into adjudication system

Before

- National EDI only handles external claims
- No visibility tracking claims across systems
- Transfers within KP and with external vendors
- No easy direct reconciliation/tracking system
- Potential for unhappy providers and members
- Risk of federal penalties for late processing

After

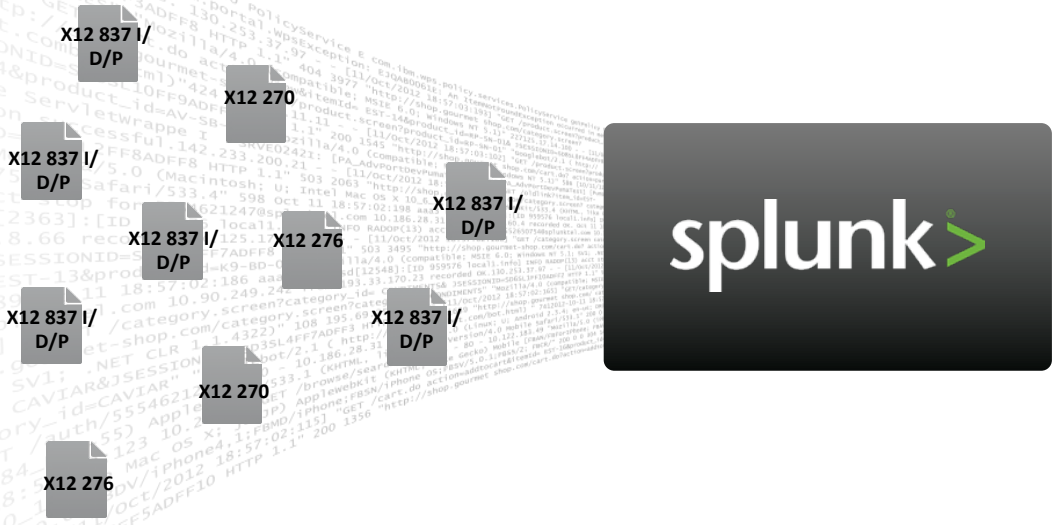
- National EDI handles ALL claims
- Must implement enterprise-wide claims adjudication system
- Volume jumps 2,250%
- **YIKES!!!**

Challenges

- Need visibility at claim and file level:
  - Where is it?
  - Why is it there?
  - Is it late?
  - Excessive “bad” claims in the file?
- Need alerts for “stuck” claims/files to avoid penalties for delays
- No knowledge on log file content
- No time for huge development effort or impossible changes

Solution: Feed Text Files into Splunk

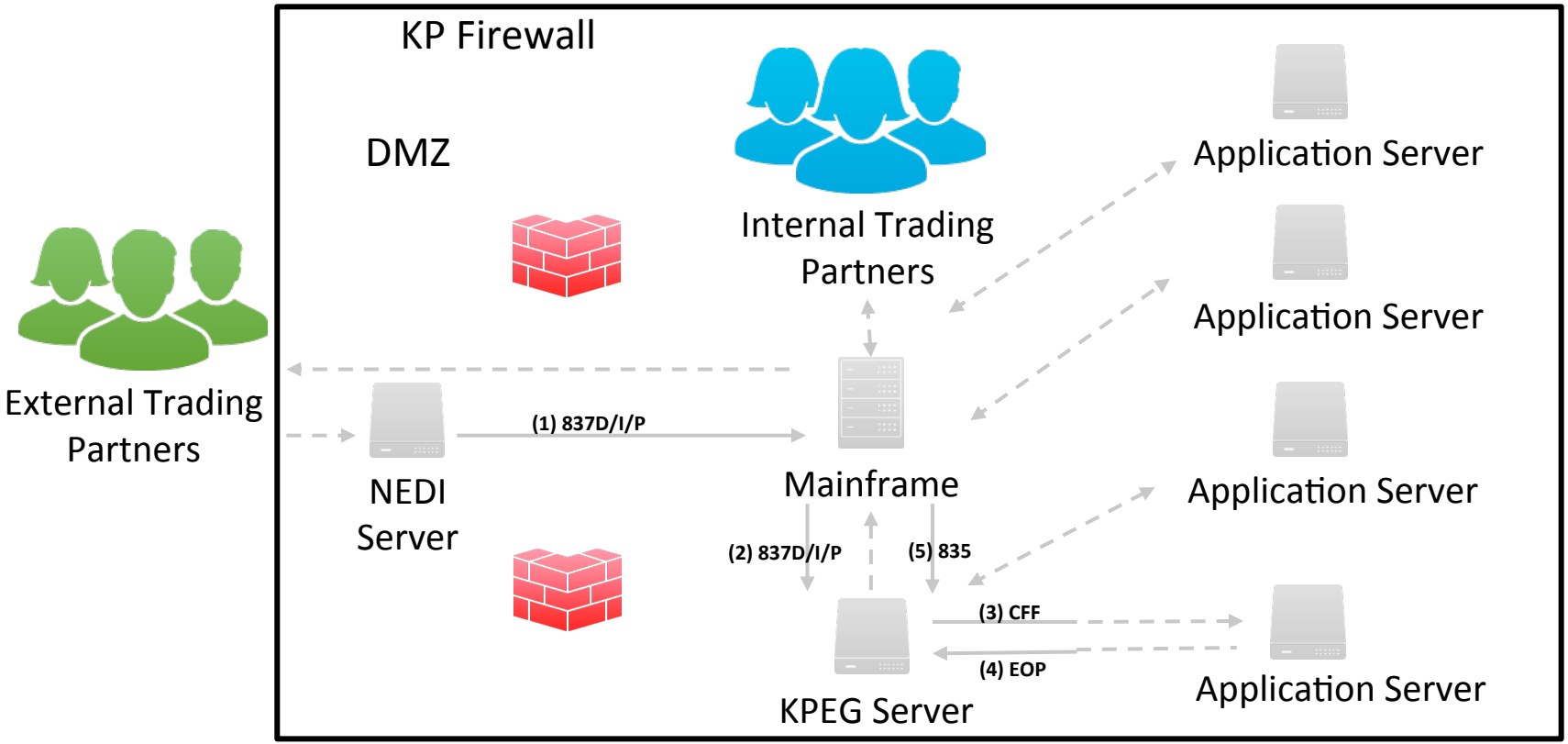
Formatted text files



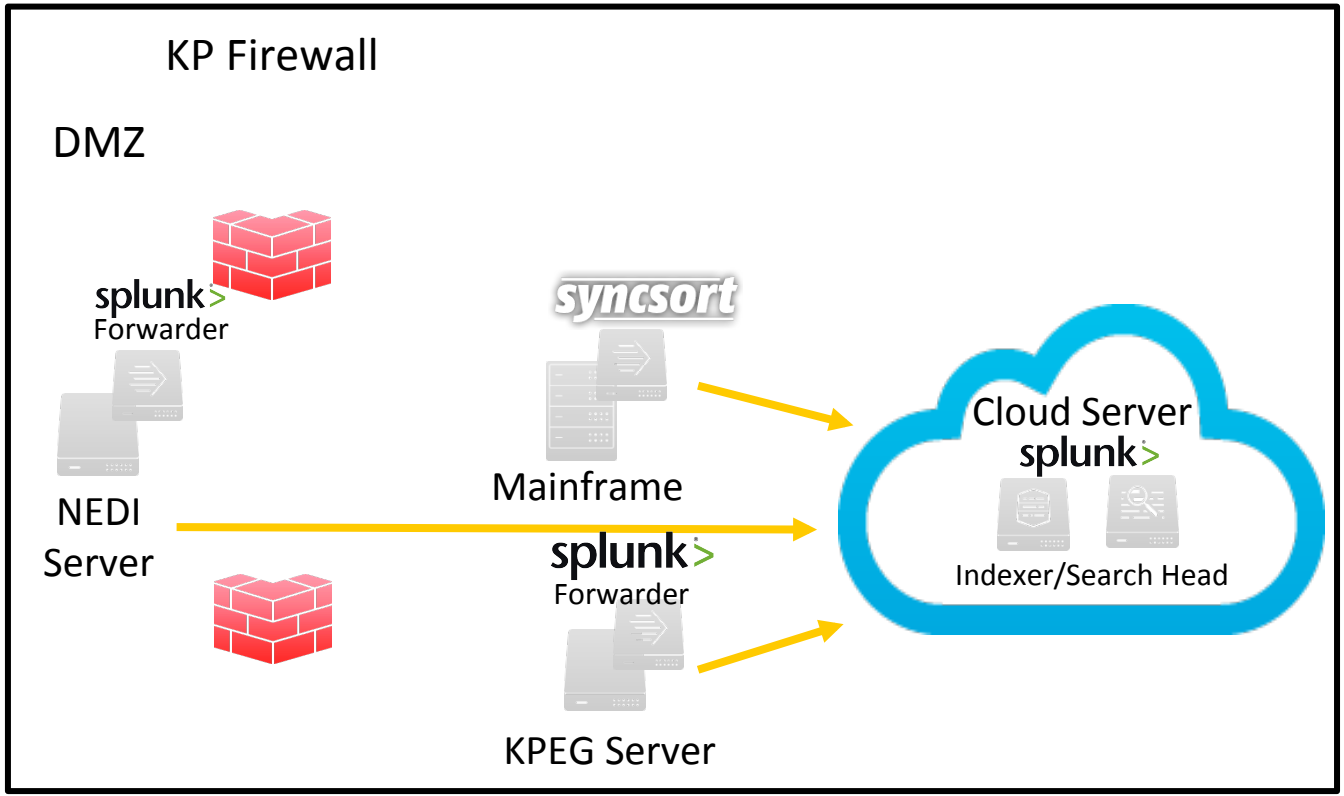
Questions Answered

- Location of every claim and its file location
- Where and when claim was processed
- Claims processing slowly
- Additional processing metrics

Existing Architecture

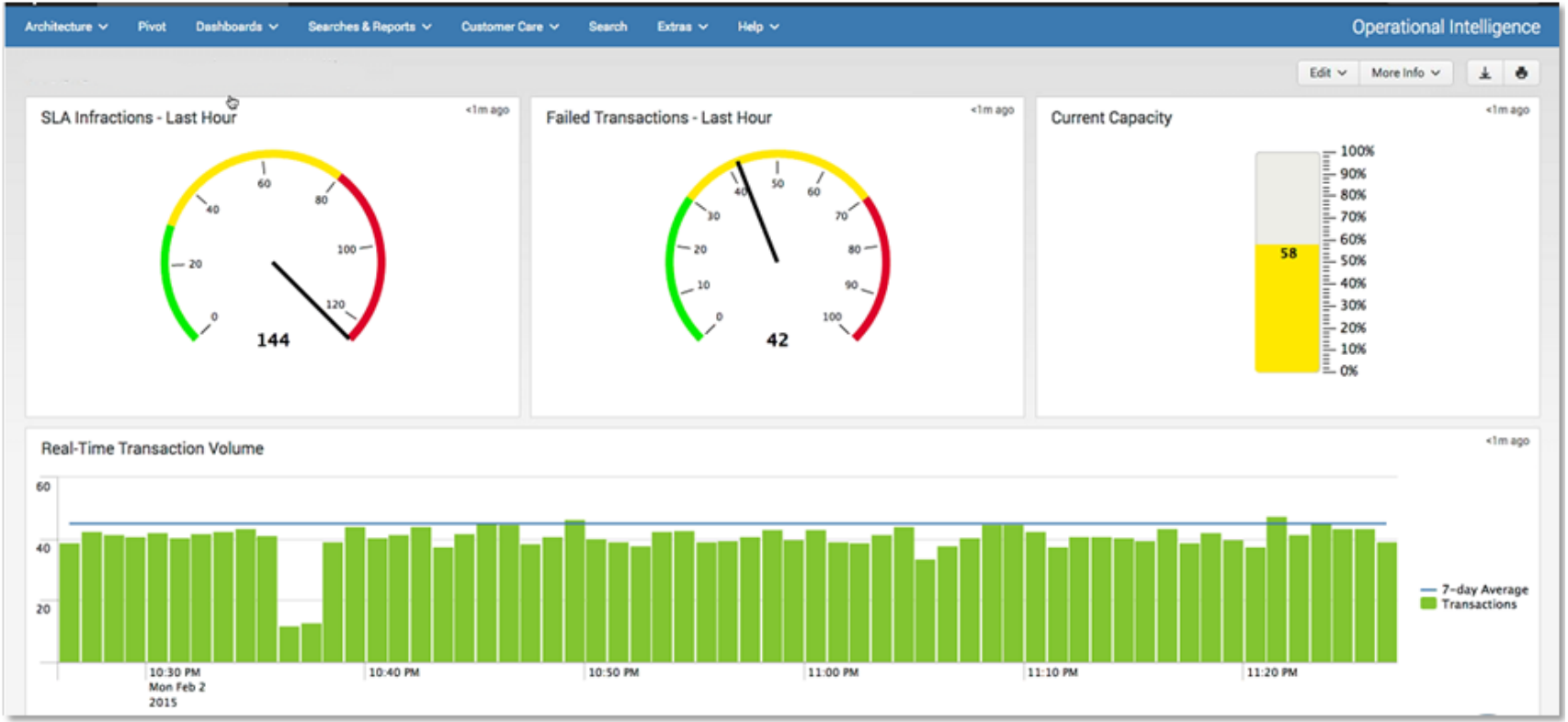


Splunk Placement

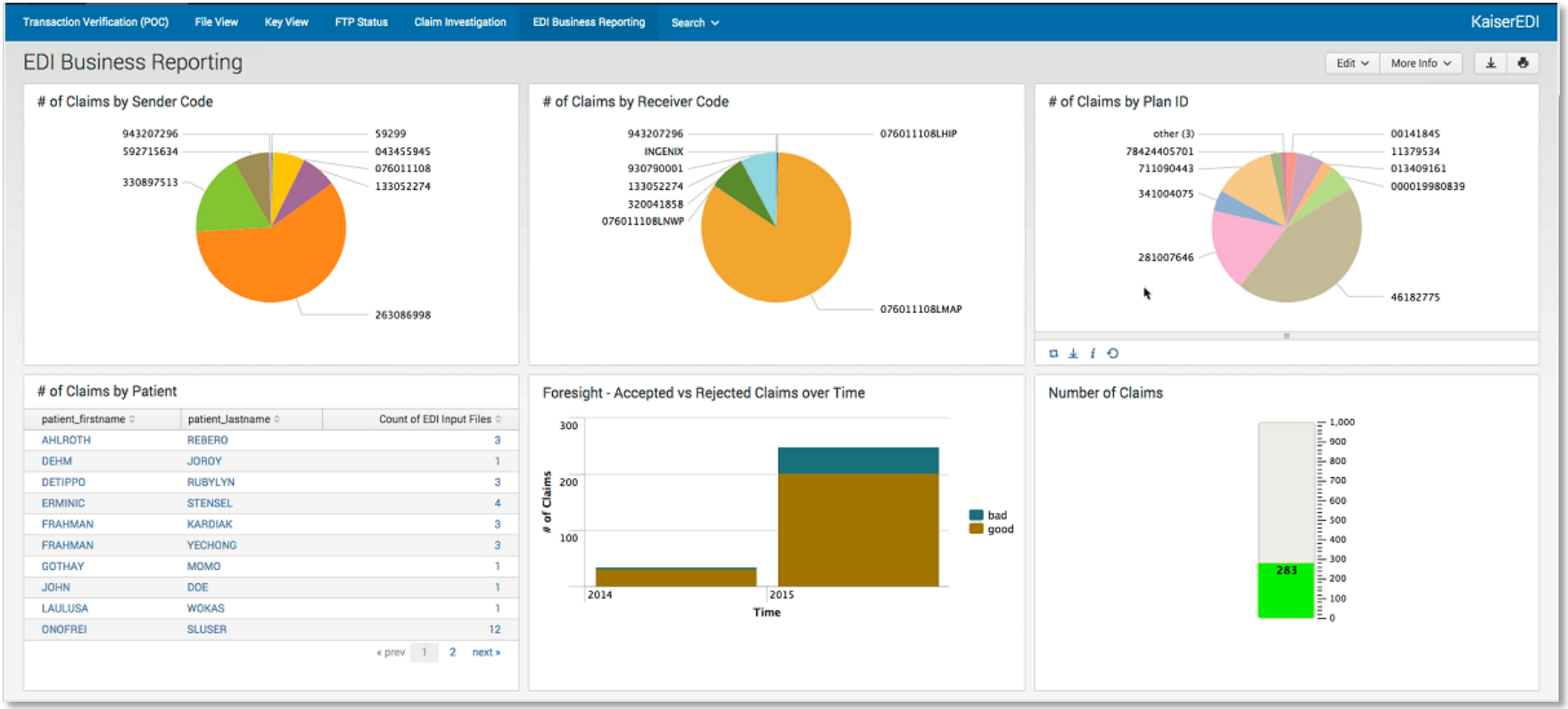


1. X12 Files uploaded to Splunk Indexer and displayed online
2. Queries for file counts for each file type received
3. Alerts created for missing files and lengthy processing

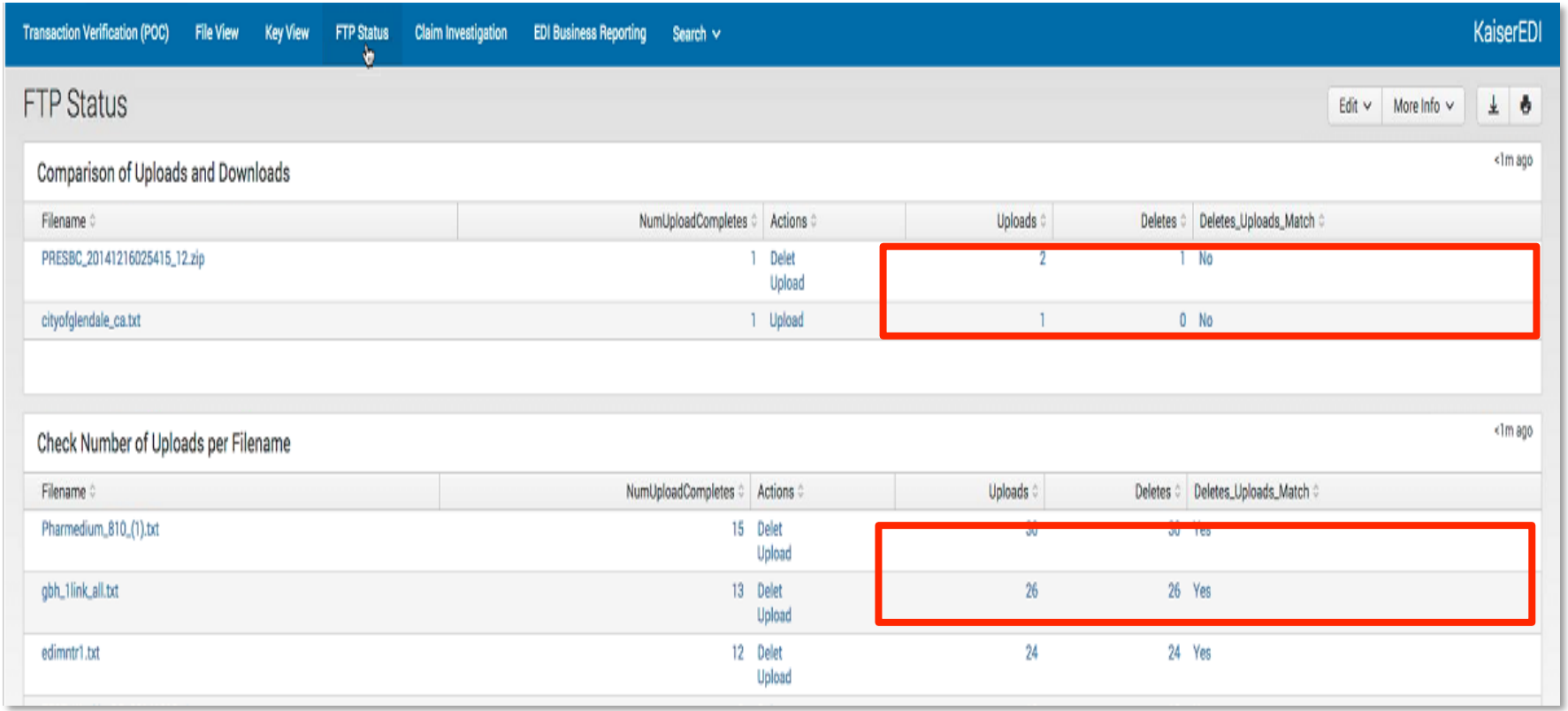
Dashboard Snapshot



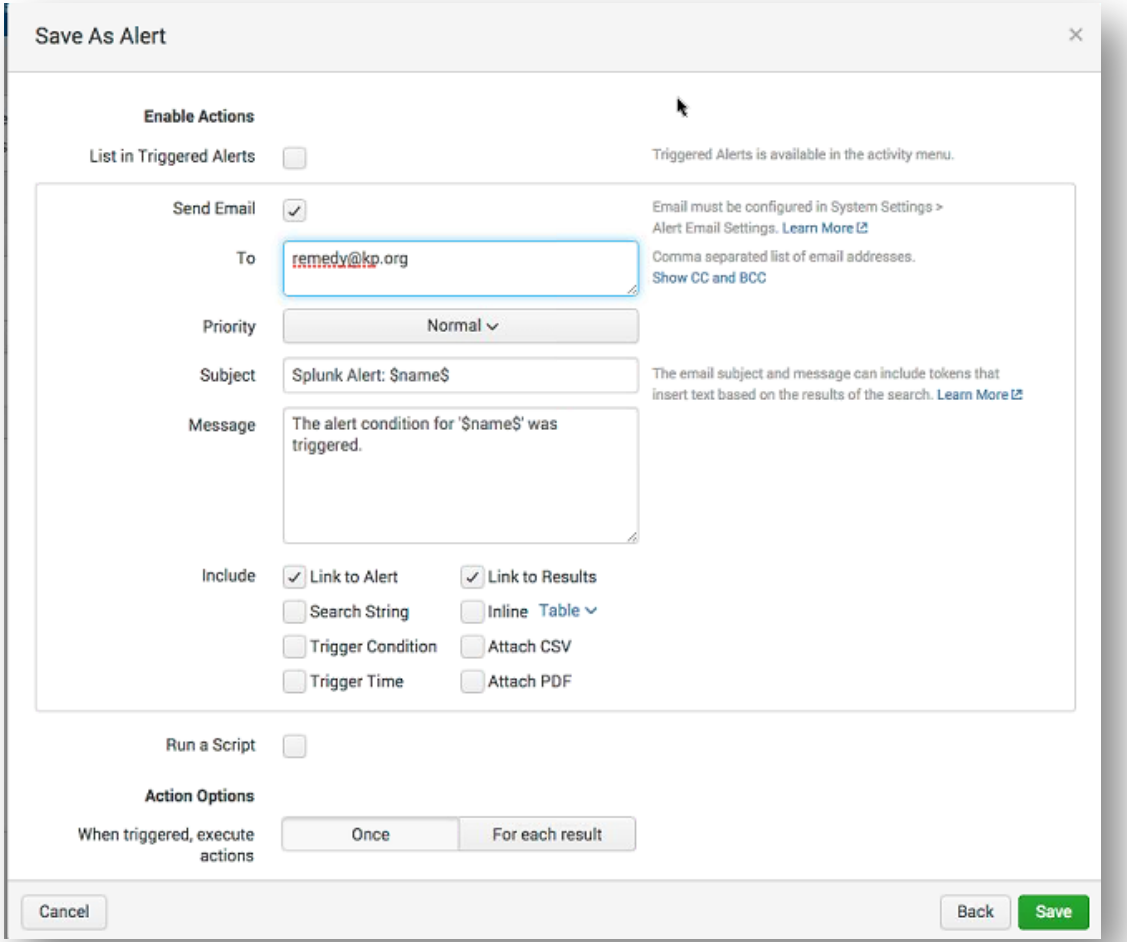
Dashboard Snapshot



Tracking Claims in Files



Alerts Create Service Ticket



What's Next?

- Improved dashboard
  - Add Biggest Offenders list
  - Create Tivoli tickets/ emails
- Extend further along the claims lifecycle
  - Scan/OCR intake
  - Send/return from adjudicator
  - Financial transactions and EOB statements
- Business ops and technical ops dashboards

Best Practices

- Follow known good development practices:
  - SMEs
  - Use cases
  - Early IT collaboration
- Security at the beginning (HIPAA - PHI)
- Include machine and app name
- Use UTC
- POC and iterate
- More Data!
- Share the data
  - Fraud and Abuse
  - Security

Summary and Follow-up

- Summary
- Contact Info:

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THANK YOU

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