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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!

Claims Adjudication: High Level

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

Submit Claim

Validate Claim

Structural Validation
Logical Validation
Acknowledgements
Scan Links

Adjudicate Claim

Health plan specifics
Authorizations to perform care
Care rendered
Deductibles, accumulations, and
out-of-pocket
Other coverage (e.g., spouse)
...AND A LOT MORE COMPLEXITY

Pay Claim

Claims Adjudication: The Reality

Submit Claim

Internal Systems



Multiple Claim Formats

```
ISA*00*      *00*      *ZZ*NDDHSMED*      *ZZ*000001063
*040812*1717*U*00401*000000011*0*P*
GS*FA*NDDHSMED*000001063*20040812*1717*9*X*004010X096A1
ST*997*0001
AK1*HC*101542
AK2*837*0001
AK3*DTP*242*2300*8
AK4*03*1251*8*20040419-
AK3*DTP*253*2300*8
AK4*3*1251*8*20040419-
AK5*R*5 (Reject)
AK9*R*1*1*0 (Reject)
SE*10*0002
ST*997*0003
```



Contracted Partners



External Providers



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

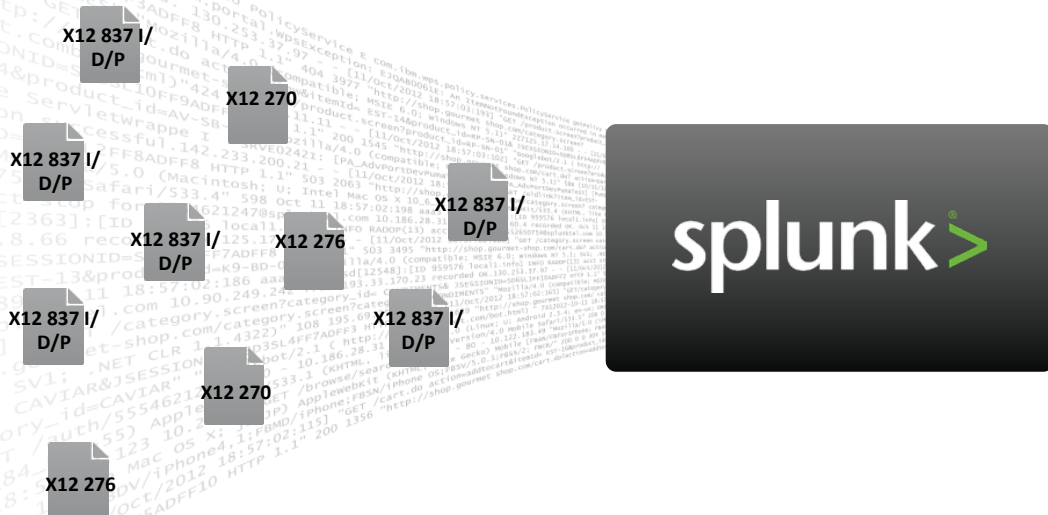
- National EDI handles ALL claims
- Must implement enterprise-wide claims adjudication system
- Volume jumps 2,250%
- **YIKES!!!**

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

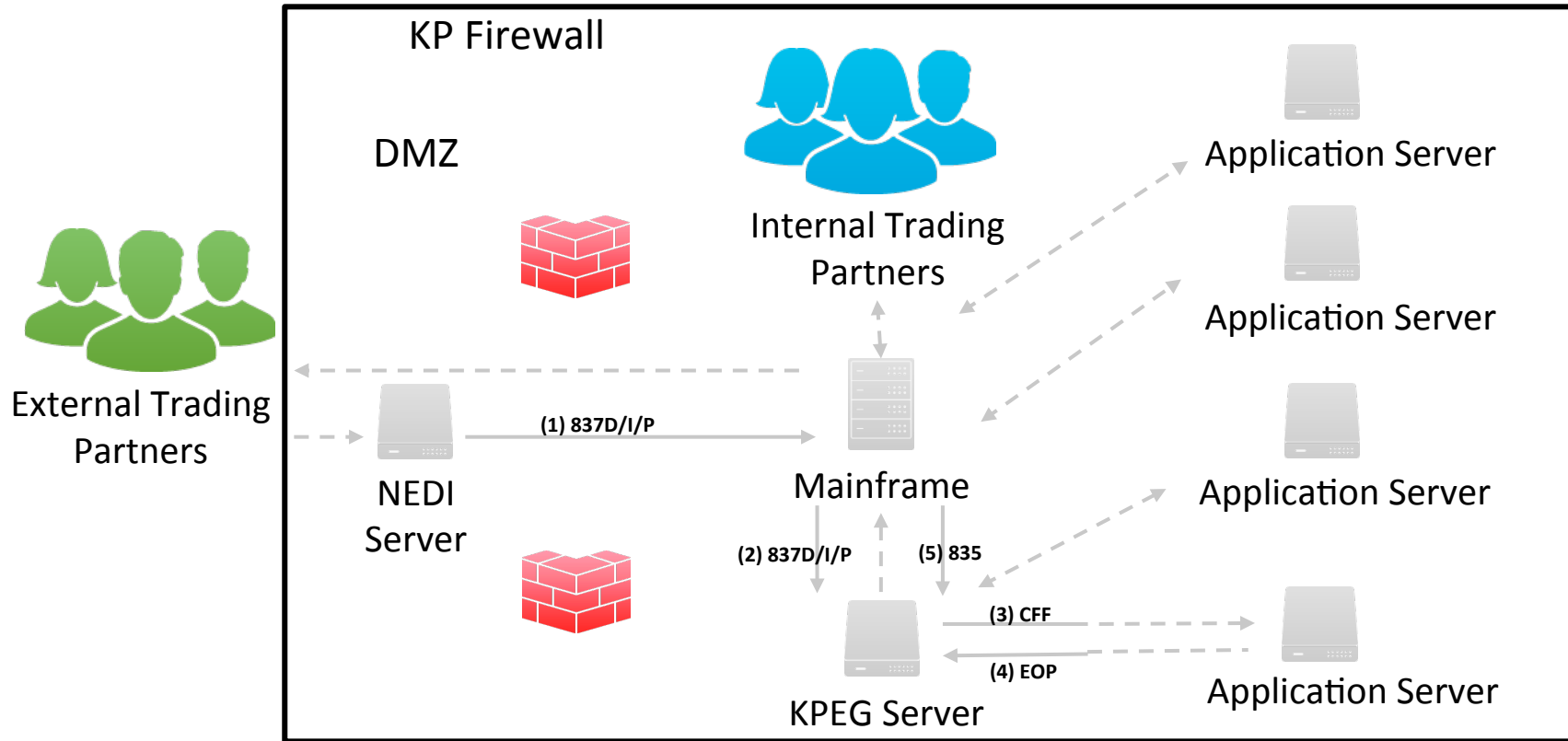
Location of every claim and its file location

Where and when claim was processed

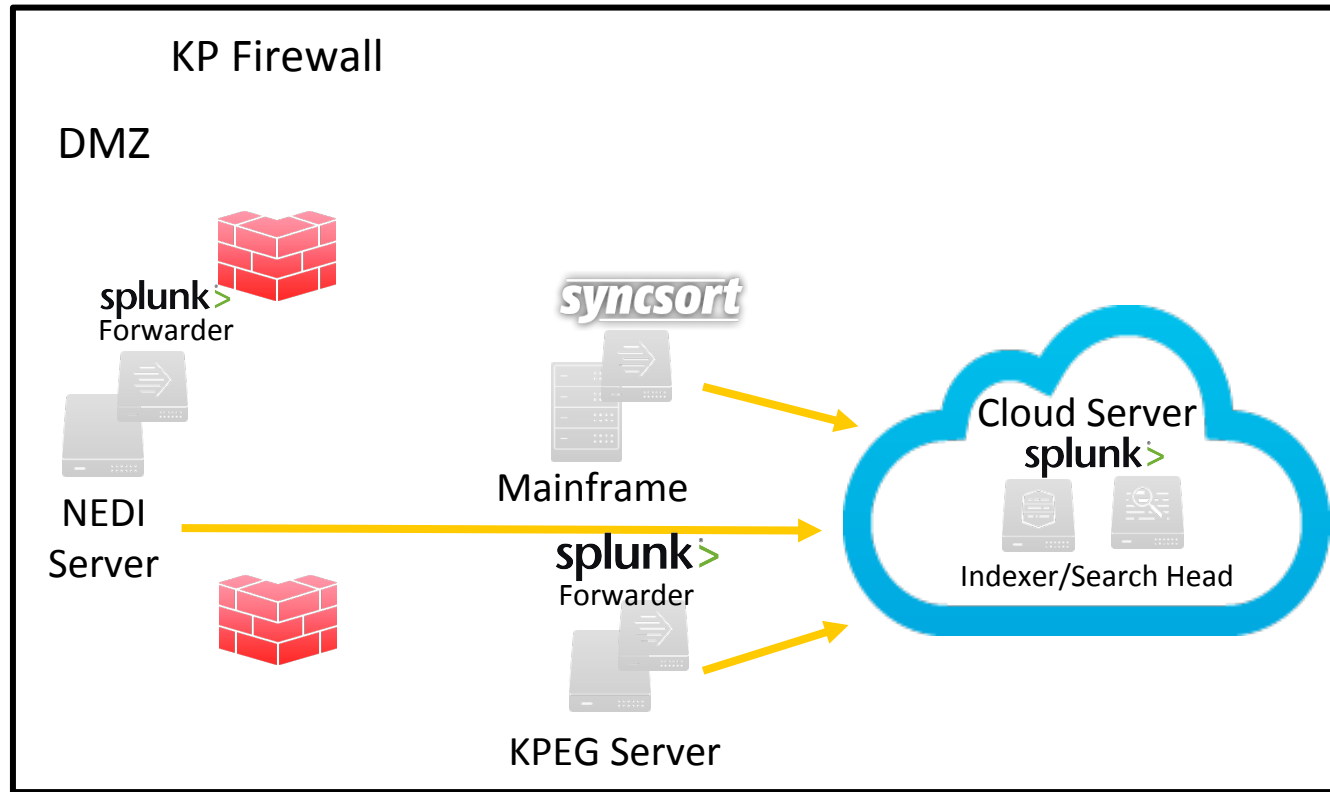
Claims processing slowly

Additional processing metrics

Existing Architecture

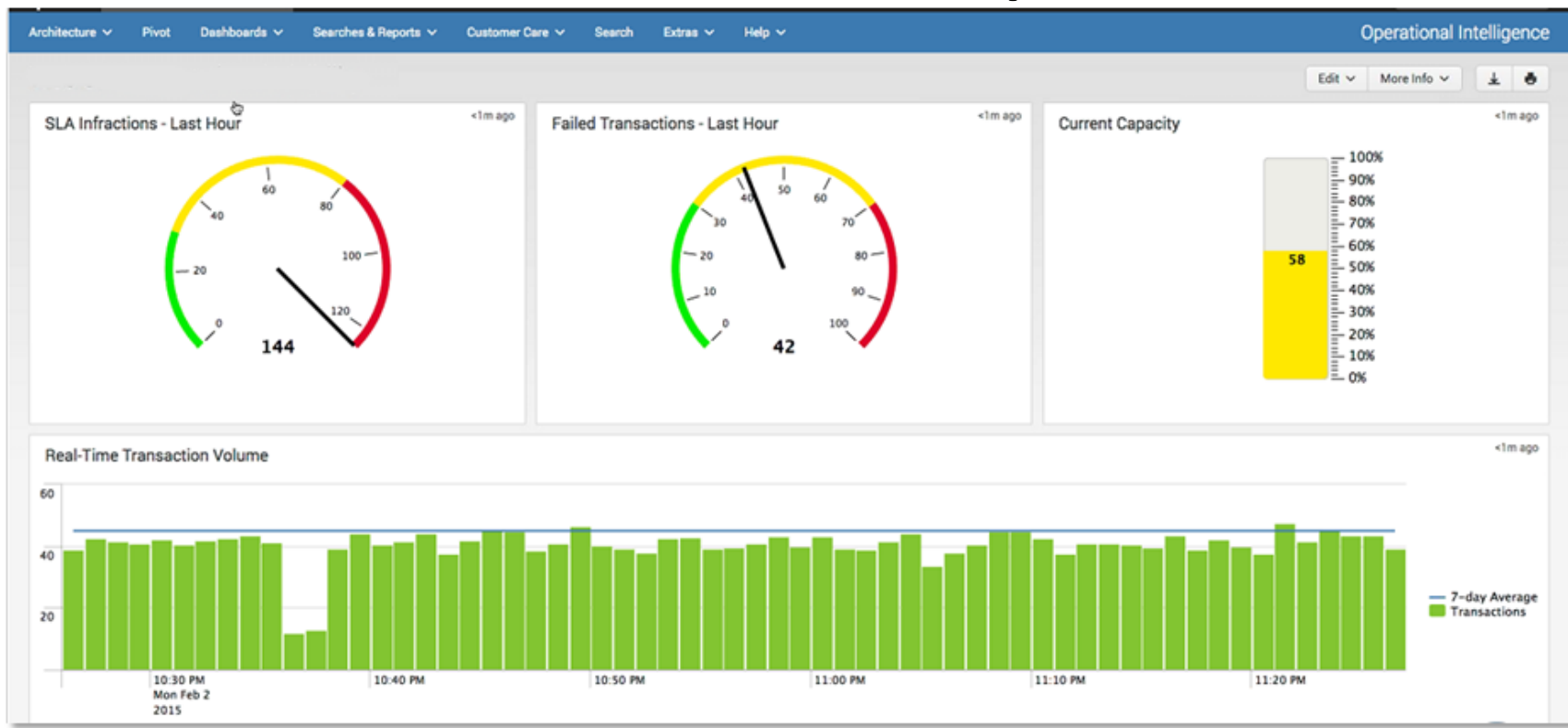


Splunk Placement

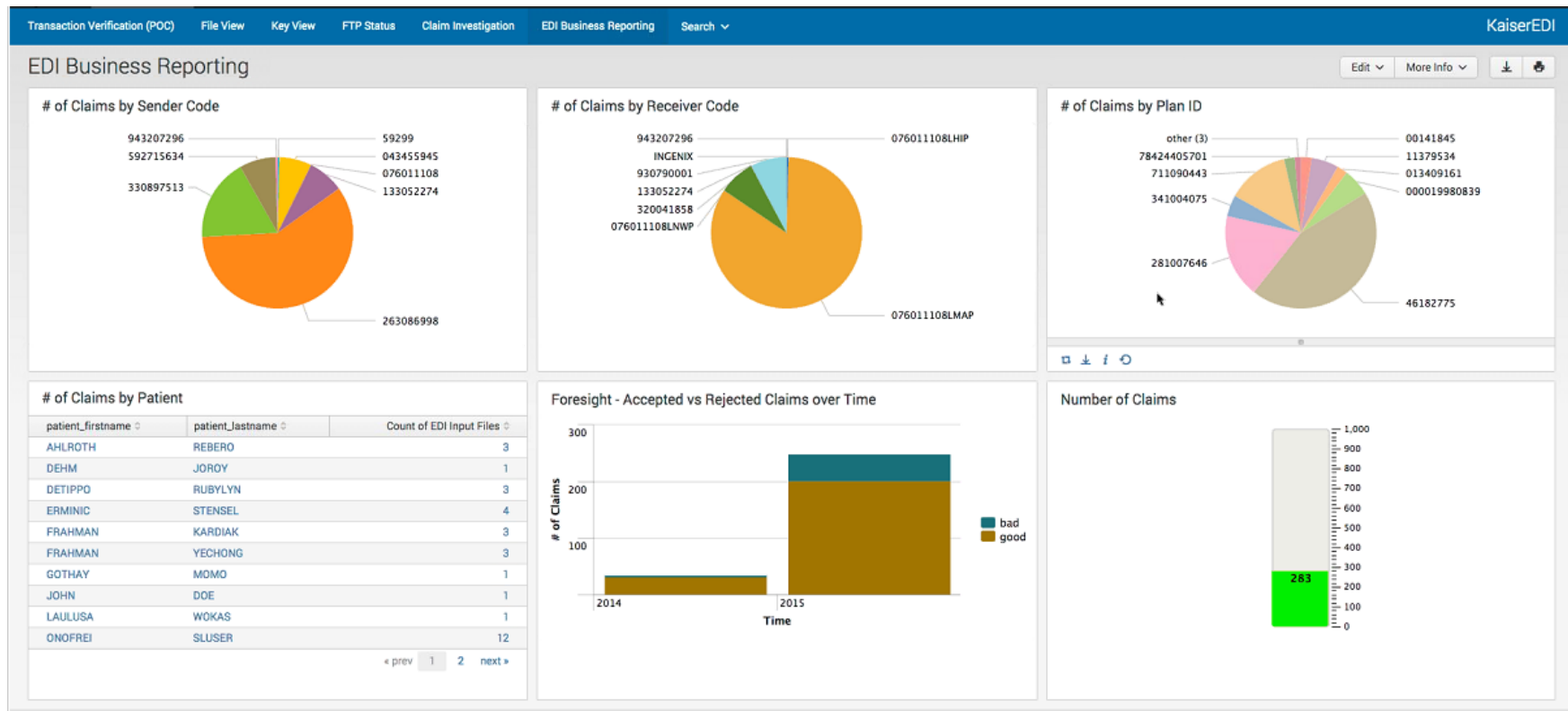


1. X12 Files uploaded to Splunk Indexer and displayed online
2. Queries for file counts for each file type received
3. Alerts created for missing files and lengthy processing

Dashboard Snapshot



Dashboard Snapshot



Tracking Claims in Files

Transaction Verification (POC) File View Key View **FTP Status** Claim Investigation EDI Business Reporting Search ▼ KaiserEDI

FTP Status

Edit ▼ More Info ▼ Download Refresh

Comparison of Uploads and Downloads

<1m ago

Filename	NumUploadCompletes	Actions	Uploads	Deletes	Deletes_Uploads_Match
PRESBC_20141216025415_12.zip	1	Delet Upload	2	1	No
cityofglendale_ca.txt	1	Upload	1	0	No

Check Number of Uploads per Filename

<1m ago

Filename	NumUploadCompletes	Actions	Uploads	Deletes	Deletes_Uploads_Match
Pharmedium_810_(1).txt	15	Delet Upload	30	30	Yes
gbh_1link_all.txt	13	Delet Upload	26	26	Yes
edimntr1.txt	12	Delet Upload	24	24	Yes

Alerts Create Service Ticket

Save As Alert

Enable Actions

List in Triggered Alerts

☐

Triggered Alerts is available in the activity menu.

Send Email

☒

Email must be configured in System Settings > Alert Email Settings. [Learn More](#)

To

Comma separated list of email addresses. [Show CC and BCC](#)

Priority

Subject

The email subject and message can include tokens that insert text based on the results of the search. [Learn More](#)

Message

Include

☒ Link to Alert

☒ Link to Results

☐ Search String

☐ Inline [Table](#)

☐ Trigger Condition

☐ Attach CSV

☐ Trigger Time

☐ Attach PDF

Run a Script

☐

Action Options

When triggered, execute actions

Once

For each result

Cancel

Back

Save

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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