

University of Nevada Las Vegas

Group Project: Solving A Business Problem

MIS 766: Data Management

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Background and business problem:

(ABC) is an integrated healthcare clinic. They are known for offering a client-centered strength-based, multidisciplinary approach to behavioral therapy. (ABC) also provides primary care, sick visits, neurology, medication management, electrocardiogram (EKGs), ultrasounds, labs, and more. (ABC) can be known as a “one-stop healthcare shop.” It is a three-tiered program geared towards holistically treating patients with medical and behavioral health services. From a client's perspective, things are great. The staff is nice, and the services being provided are professional. The scenes behind the happy client comments are different, however. There are financial issues due to insurance companies. Medicaid, Anthem Blue Cross Blue Shield (ABCS) Silver Summit, and Molina have not paid (ABC) for their services in approximately 8 months.

All of the behavioral health notes submitted to the insurance company have been frozen from payment and kicked back due to providers not adding drive time on their notes. Insurance companies report that this may be fraudulent activity, and request that (ABC) re-write all notes in the correct form before receiving payment. This was no fault of the Rehabilitative Mental Health (ABC) employees because they were unaware of these new guidelines. Once aware, they began to follow correct procedures, to simply add the time it took to drive from one client to another. The problem is, however, that Insurance companies owe (ABC) \$1,760,000.00 and those funds will not be released until approximately 80,000 notes are re-written, and submitted with drive time. Further, the owner of (ABC) has been unable to pay employees due to a lack of funds. 20% of employees have already resigned.

(ABC) employees have been working hard for several months to pull every old file, and to add drive time. Upon opening the files from their antiquated data system, they became aware that there were so many redundant notes, and most were not clear. The ambiguous notes created much confusion. Also, no one in the office held any skill set in programming or data management. It wasn't long before (ABC) realized this would be a time-consuming process. It may take about a year to get back on track. The owner holds weekly meetings explaining that the money WILL come in, but the question of WHEN remains unknown. She asks that all loyal and benevolent employees “hang in there during this hard time.” It's a tough request to ask, however, because of non-payment.

Business value:

Our database system that we hope to deliver will deliver a lot of business value to ABC Clinic. First off, we will increase efficiency and accuracy in documentation since this modern, new database system will heavily streamline the whole documentation process. ABC can ensure that all of the patient's files are easily located in a centralized place. Another problem ABC Clinic faces is the 80,000 frozen notes that have to be submitted to receive payments from insurance companies. This immediate influx of funds,

which is certainly a substantial amount, will enable ABC to invest in other areas such as new equipment and paying employees, which will in turn reduce turnover and bring stability to the organization. We also hope that our database system will increase employee satisfaction by allowing employees to focus on their job and what truly matters rather than administrative tasks. Employees will come into work with a much better attitude knowing that they won't have to spend hours doing paperwork and other minuscule tasks. Our database system will also provide better communication with the insurance companies ABC Clinic works with, their patients, and their employees. As modern database systems can conduct data analysis and automate certain communications, stakeholders will be happy to know that they won't be receiving any more duplicate emails or reports, and it will be a lot more efficient, while also building trust and improving the relationship with everyone involved. In conclusion, the implementation of an efficient, modern database at ABC Integrated Healthcare Clinic should provide significant business value in many aspects of the organization. Both tangible and intangible benefits will arise from this decision.