Accionlabs
HEALTHCARE

Healthcare Services and Solutions

Helping organizations adopt the next generation technology for improved clinical outcomes

About Accion Labs

5500+
Global Team
Members

1500+
Projects
Delivered

25+
IP
Accelerators

170+
Clients
(Long term relation)

INDUSTRY CERTIFIED

ISO
9001:2015

ISO
27001:2013

ISO
27701:2019

CMMI
V2.0 Level3

PCI DSS
Compliant

HIPAA
Compliant

HOW WE WORK

Data at Heart
Accion Labs reimagines the possibilities for
digital transformation from innovation to growth

Digital in Thinking
Scalability, manageability, robustness, and
efficiency are always their top priorities

Innovation in Approach
Everything is planned to minute detail, ensuring
high-quality deliveries to clients every time

Canada
London
Hannover
Sunnyvale
Dallas
Pittsburgh
Prague
Vienna
Santa Clara
Raleigh
Romania
Pune
Hyderabad
Mexico
Orlando
Mumbai
Goa
Thailand
Bangalore
Maryland
Kuala Lumpur
Singapore
Australia

TECHNOLOGY PARTNERS

amazon
web services

Adobe Commerce Cloud

Microsoft

snowflake

salesforce

servicenow

databricks

OUR GROUP COMPANIES

e-Zest
An Accion Labs Company

serviceberry
An Accion Labs Company

motifworks
An Accionlabs Company

Our Global Talent Base

5500+ Employees

100+ Clients

50+ Tools/IP

21 Global Offices

14 Delivery Centers

LONDON

TORONTO

PITTSBURGH

AUSTIN

SANTA CLARA

GUADALAJARA

RALEIGH

ORLANDO

BALTIMORE

HANNOVER

VIENNA

MUMBAI

PUNE

HYDERABAD

KUALA LUMPUR

SINGAPORE

BANGALORE

GOA

DUBAI

PRAGUE

BUCHAREST

Our Services

Drive rapid business growth through technology

Think

Build

Run

Optimize

Digital Strategy & Innovation

Software Development & Engineering

Operations & Management

Performance Optimization & Analytics
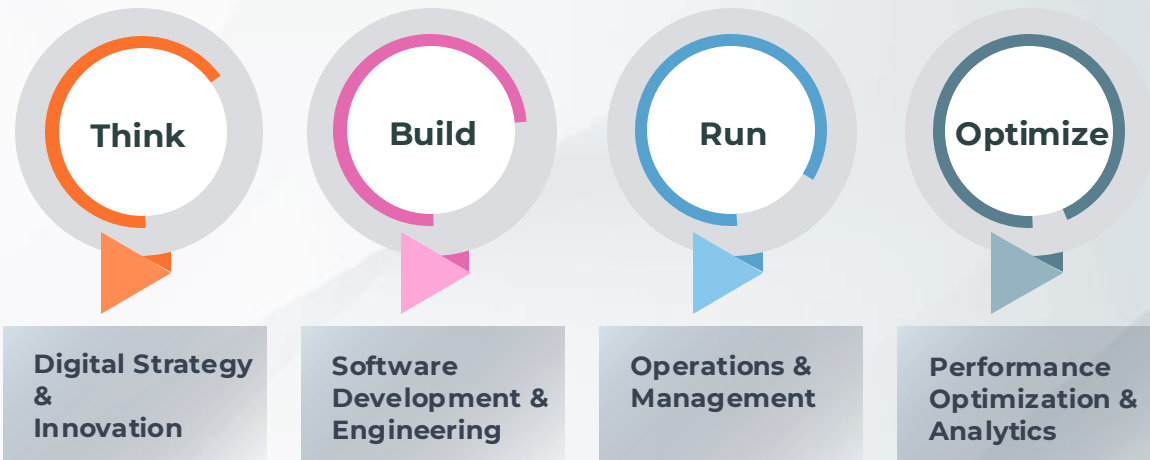
Enterprise Solutions & Consulting

Product Portfolio Rationalization

Data Strategy and AI Readiness

Enterprise Platform Implementation

Professional Services

Legacy Modernization and Re-engineering

5P Agile Transformation

Application and Product Managed Services

Partnership Models

Flexible models designed to suit specific needs and gap areas

- → Extended Delivery Center (EDC)
- → Turn-key & Co-owned Project Services
- → Specialized Pro-Staffing Services
- → Extended Professional Services
- → Co-IP development
- → Build-Operate-Transfer Centers
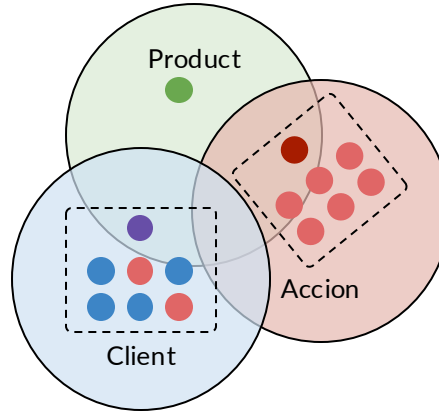- → Offshore Joint-Venture

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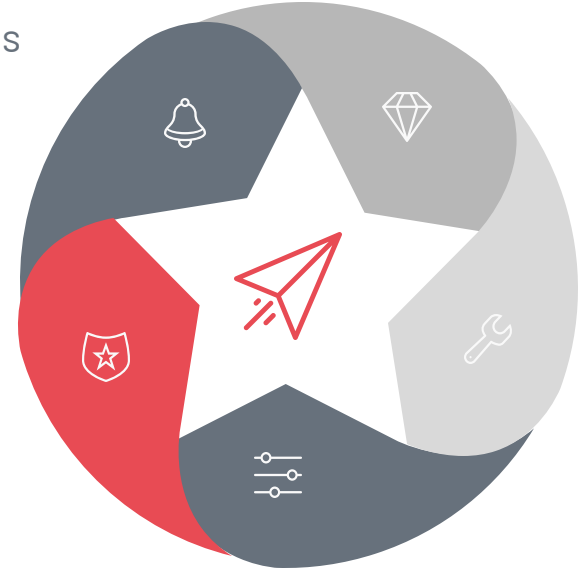
# Engagement Models

Model A – Integrated Teams
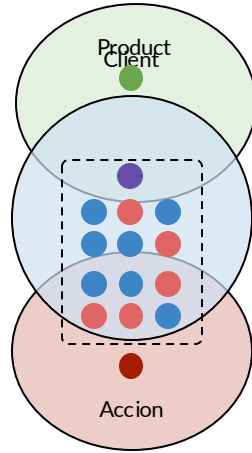
- Accion resources will work as individual contributors within the core SCRUM team of Client
- Accion provides a lean management team to manage individual performance

Model B – Collaborative Teams

- Accion SCRUM teams and Client teams work collaboratively on the product
- Accion provides a full managerial team with Delivery Managers, Product Owners and SCRUM Masters
- Client provides support for infrastructure and deployment
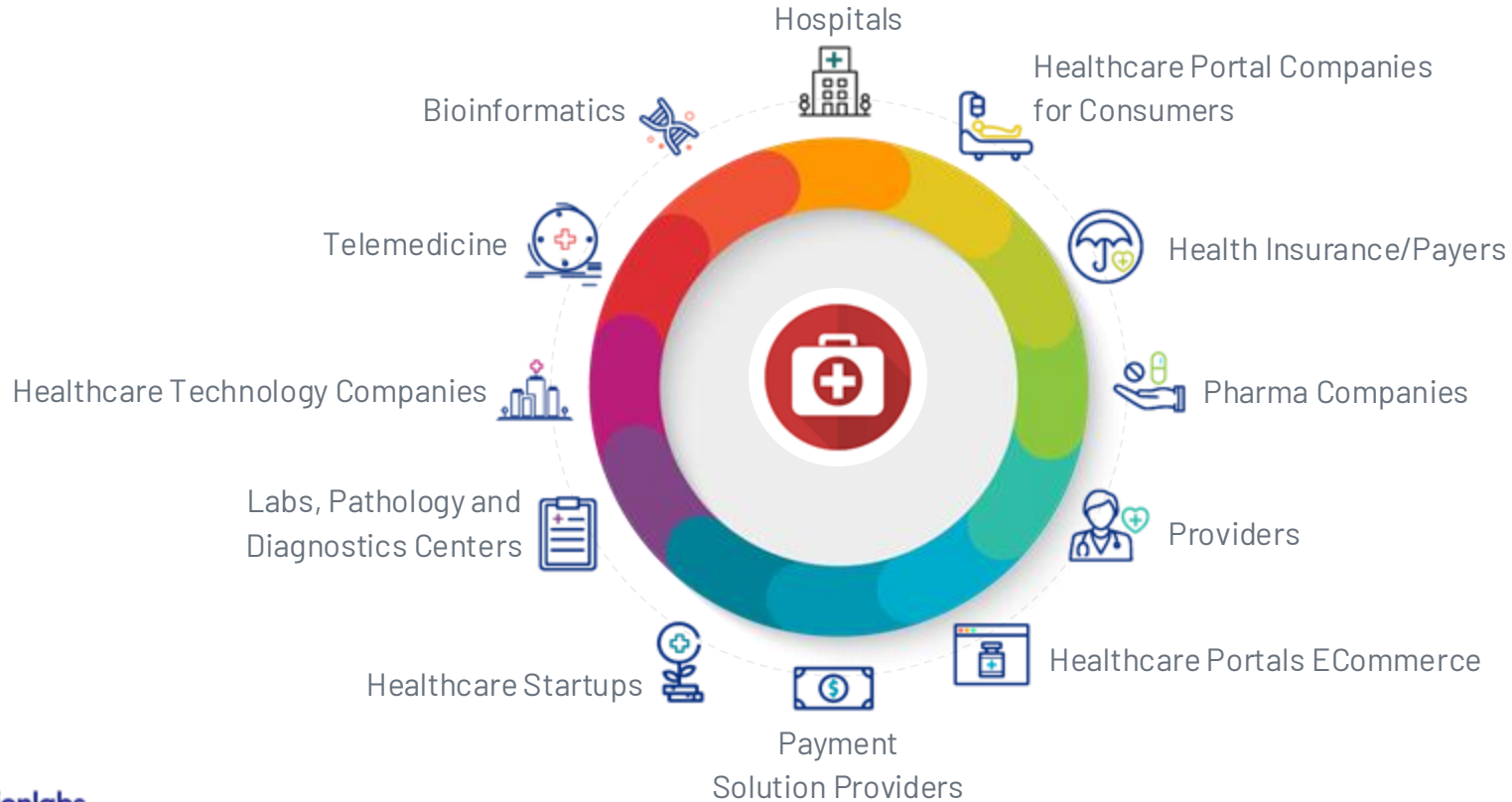
Model C – Lifecycle Ownership
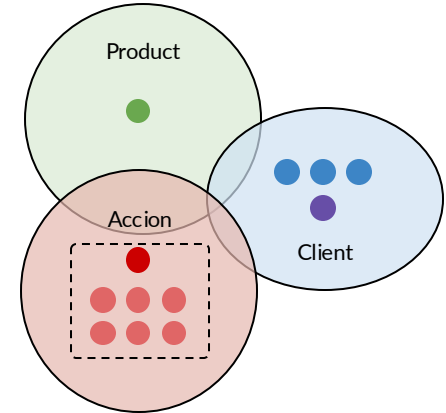
- Accion teams completely manage the product's development and support
- Accion will provide a full managerial team with Delivery Managers, Product Owners and SCRUM Masters
- Client provides support for infrastructure and deployment

Technology Levers of Innovation

Adaptive UI, UX Engineering

Mobile Development

Data Lake &
Big Data Analytics

Artificial Intelligence and
Machine Learning

Blockchain, Payment
Technologies

NLP, Voice Interface &
Chat Bots

Cloud Strategy and
Transformation

MicroServices and
Serverless Computing

SFDC, ServiceNow, IBM
Solutions, Azure

QA Engineering, RPA and
DevOps Automation

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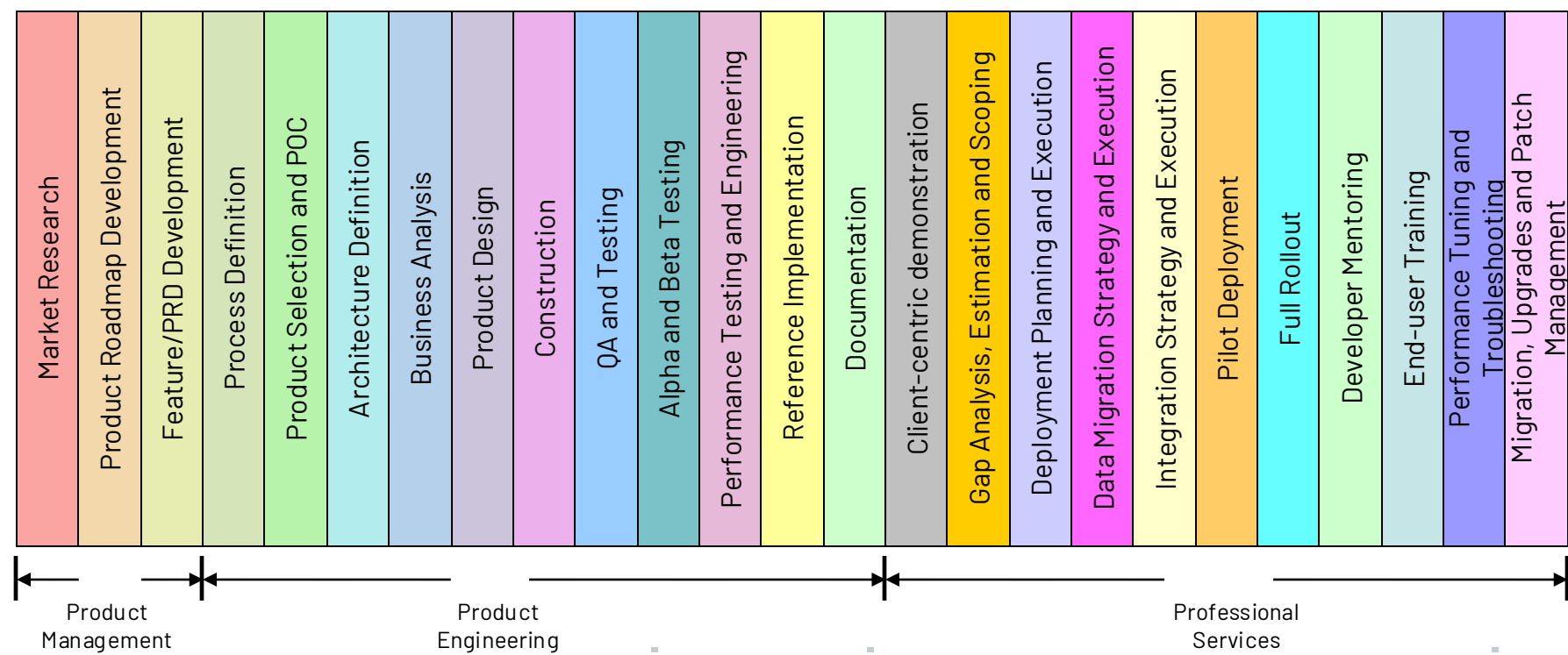
Reimagining Healthcare

Product Engineering

- Hands-on with new technology
- Full Product Lifecycle Services
- Collaborative and flexible engagement models
- Strong experience with Agile delivery and its real-life applications

|	
New Product Development	Design, development, testing and support for new products with new tech such as NLP, Chatbots etc
Platform Porting	Amplify market reach by moving from legacy to new tech platforms and operating systems
Product Re-engineering	Modify any product for scalability & performance by adding new functionalities using emerging tech
Technology Migration	Migrate legacy to new technology stack in lesser time and minimal cost to gear up for new business cases
Design User Experience	Product strategy and user flows that can then be fleshed out into highly usable interfaces by the UI development teams

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Product Lifecycle Services

| Market Research | Product Roadmap Development | Feature/PRD Development | Process Definition | Product Selection and POC | Architecture Definition | Business Analysis | Product Design | Construction | QA and Testing | Alpha and Beta Testing | Performance Testing and Engineering | Reference Implementation | Documentation | Client-centric demonstration | Gap Analysis, Estimation and Scoping | Deployment Planning and Execution | Data Migration Strategy and Execution | Integration Strategy and Execution | Pilot Deployment | Full Rollout | Developer Mentoring | End-user Training | Performance Tuning and Troubleshooting | Migration, Upgrades and Patch Management |

Product Management

Product Engineering

Professional Services

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Healthcare Cloud Services

Tools & accelerators that help you deliver modern apps and services for improved patient outcomes
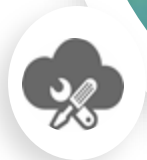
Cloud Computing

- Cloud Infrastructure & Frameworks
- Ready-to-Deploy Accelerators
- Wide Range of Cloud Services
- Cloud Consulting for higher ROI on your investments
- Compliance and auditing needs such as HIPAA, SOC etc

Cloud Consulting	In-depth assessment, planning, design and execution of cloud solutions
Cloud Infrastructure	Public cloud such as AWS, Google Cloud or Microsoft Azure; private cloud such as VMware and Hybrid cloud
Cloud Engineering	Designing and building healthcare products and applications on cloud, re-architecting applications , DevOps engineering
Cloud Migration	Migrate legacy healthcare applications to the cloud by iteratively reengineering
Cloud Optimization & Monitoring	Capacity planning, optimization and monitoring of cloud infrastructure by a ITOM team

Integration Development

- User Experience Transformation
- Re-engineer to Microservices
- Migration to New and Emerging Tech Platforms
- Deployment to Cloud
- Continuous Integration and Delivery (CI/CD)

Microservices	Each service is encapsulated in independently deployed containers with full ownership of their respective databases
Data Integration	Integration with third party HIMS, EMR, Imaging data, health records, insurance applications and other ERP systems
Interoperability	Health Information Exchanges (HIE), Portal Electronic Health Records (EHR), Secure Personal Health Records (PHR)
Wearable Integration	Create insights and actionable outcomes using data from monitoring devices such as BGMs and other wearables
Cloud Optimization & Monitoring	Capacity planning, optimization and monitoring of cloud infrastructure by a ITOM team

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Big Data Services & Solutions in Healthcare

Data Management and Data Analytics that unlocks hidden opportunities with a competitive edge

Healthcare Data Management and Services

- Data Integration Architecture
- Healthcare Data Modeling
- Interoperability & Security
- Data Visualization & Analytics

Data Warehousing and Data Lakes	Data Modeling, Layered Architecture,DW - BI Testing from various clinical, operational or financial data sources
Business Intelligence Tools	Real-time data visualization as reports,dynamic dashboard, scorecard etc for info on patients, claims, billing etc
Data Analytics	Capture, analyse and recommend based on data trends for preventive care, early diagnosis, personalized care, claims analysis, regulatory and compliance support
Machine Learning with NLP	Statistical Analysis, Textual Search Analysis, Sentimental Analysis, Forecasting etc across healthcare data sources EHR, claims, patient data, IoT, medical devices, imaging, etc.
Conversational UI /Chatbots /RPA	A predictive, personalized, conversational interface for natural language queries, smart search, notifications & alerts, predefined automation of manual work, recommendation engine

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Our Customers

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Patient Engagement Case Studies

Case Study #1   TeleMedicine Platform with integrated eRx, Labs, Clinical Notes and Ordering Capabilities

1 Patient identifies type of service and schedules visit

Talk to a Licensed doctor, therapist or medical specialist anywhere by phone or video.

| Condition, procedure, doctor.. | Select the type of visit | Select the payment type |

Dr. John Steward
Endocrinologist
Sunnyvale, CA

Thu **Apr 29**	Fri **Apr 30**	Sat **May 1**	Sun **May 2**	Mon **May 3**
8.00am	8.00am	8.00am	8.00am	8.00am
10.00am	10.00am	10.00am	10.00am	10.00am
01.00am	01.00am	01.00am	01.00am	01.00am

2 Platform sends reminders for televisit including payment reminders

Improved Customer retention and Physician productivity using a fully immersive audio and video Teleconsultation

3 Teleconsultation with a fully immersive experience for Provider and Patient
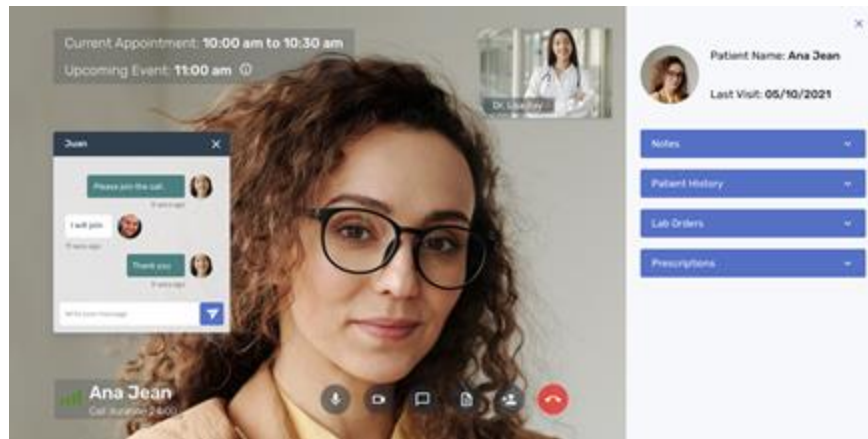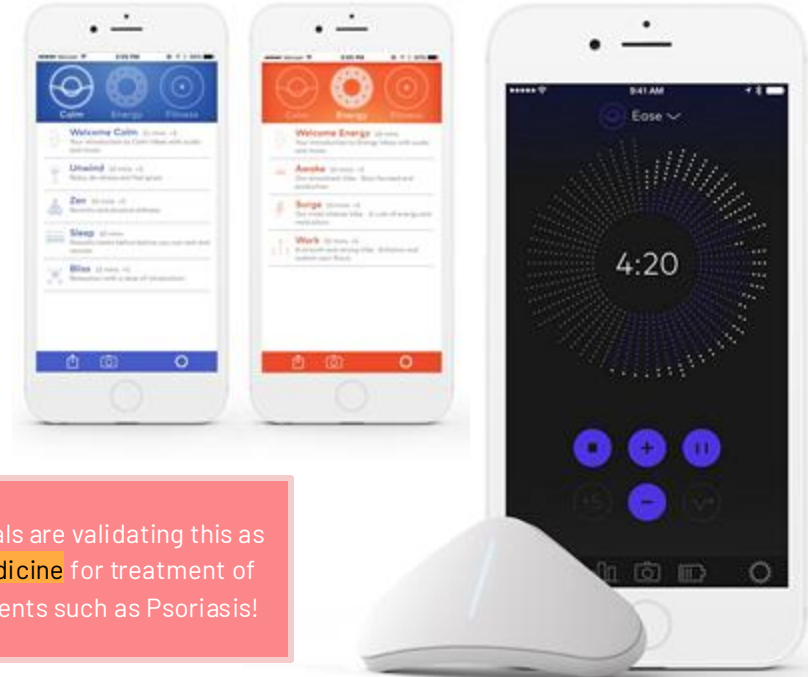

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1   User wears the module on the forehead

2   Strips embedded with data and signature connected to module

3   Mobile App provides control system to control the "vibe"

Ongoing clinical trials are validating this as the first Digital Medicine for treatment of stress related ailments such as Psoriasis!

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Case Study #3   World's first Cellular based Continuous Glucose Monitoring Product with companion app

Client was the world's first Cellular based Continuous Glucose Monitoring product

Connects and shares data with approved healthcare professionals, clinical services, educational resources, and patient's network of family and friends

Significant improvement in Diabetes Management and Adherence using Remote Patient Monitoring

Companion app provided multi-language support including Spanish and French

Integration with multiple third party applications including health portals for value based plans

Care Platform for Cancer Patients to communicate with other patients, family and caregivers

Care Management platform for patients to stay connected with care providers, family members and other patients

Social Media interactions help improve Patient Engagement, Medication Adherence and Mental well-being by creating support groups of patients suffering from similar illness

Patients can create private networks based on type of Cancer/Region/Gender

Social media plugins including Facebook integration for extended network of cancer patients

Technology Stack
Frontend – HTML5, CSS3, Javascript, AngularJS, Ionic
Backend – PHP, MySQL
Cloud – AWS

Case Study #5 — Direct to Consumer eCommerce platform for a global Pharmaceutical company

Challenge

Global giant Pharma company in generics and nutraceuticals launched flagship diabetes care product in EU markets, and wanted to establish D2C sales channel. Business need was to eliminate distribution/commission margins and provide health insurance reimbursements to patients.

Transformation

Designed on an easy to use e-Commerce platform for the sale of this product with multiple payment methods and reimbursements corresponding to country-specific health insurance laws.

Solution

- Integration with SAP for warehouse management, accounting & financial reporting
- User specific special price using machine learning algorithms
- Exclusive sub-stores for multiple brands within the platform
- Subscription orders and simultaneous description tabs
- Support for both cash pay and reimbursement orders in the system as a part of Pharmacy benefits offered to patient
- Ensured GDPR compliance by enhancing privacy features for the application which involved building consent forms, opt in opt outs, administrative reports
- PCI-DSS certified platform

2000+ Orders processed daily for 1.5 million users

Offline Orders Feature for older patients ensuring high user adoption

500+ Hours of manual work saved per month by automated Insurance handling process

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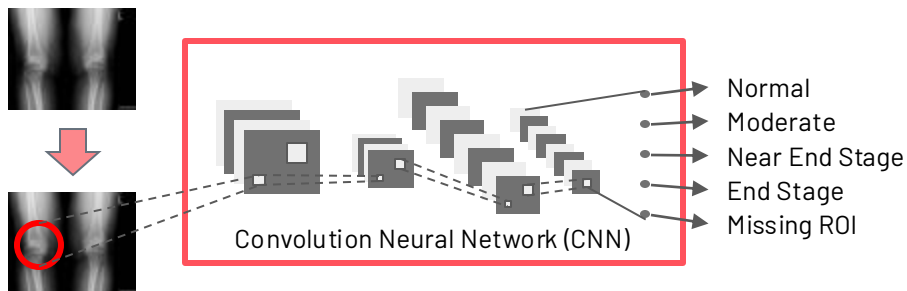# Healthcare Operations Management and Optimization Case Studies

Evaluation of Arthritis using Machine Learning based X-Ray Image Analysis

1 Bulk processing of X-rays to assess extent of Arthritis for chronic patients, saving crucial manual effort

The system is capable of predicting osteoarthritis in all the different regions including knee (medial & lateral), kneecap and pelvis, and has so far provided over 95% accuracy of analysis!

3 Doctors review results to validate the analysis.

2 Algorithm automatically identifies the region of interest (ROI) and uses Convolution Neural Network (CNN) models to classify extent of Arthritis

Normal
Moderate
Near End Stage
End Stage
Missing ROI

Convolution Neural Network (CNN)

Moderate

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Developed Industry's first mobile applications to monitor and act upon patient flow problems

Client Hospitals saw a reduction of 22% in patient waiting time, and 16% increase in hospital resource productivity including Nurse and Physician time

Automatic scheduling efficiency by identifying gaps in schedule and allocating continuous slots

Seamlessly integrate with Physician scheduling application (like Google Calendar)
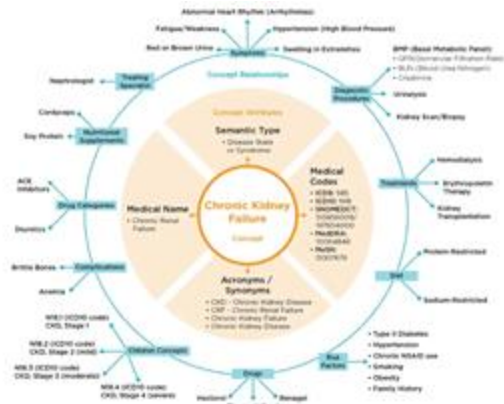

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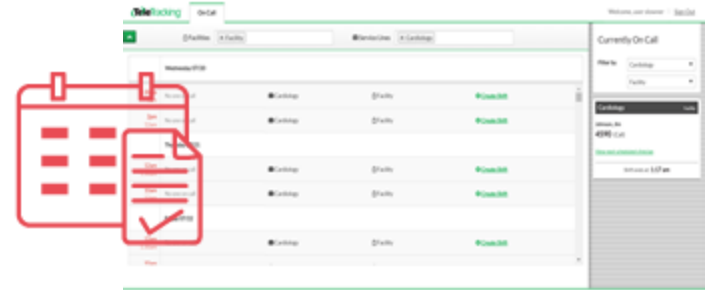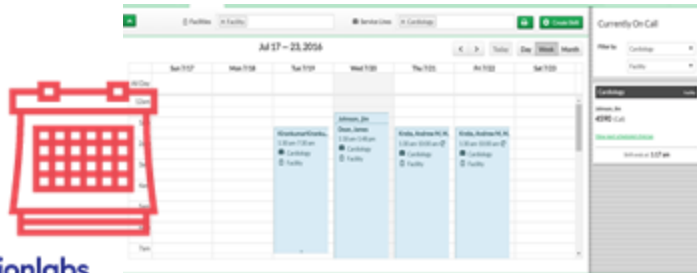
Challenges/Problem

Our client platform helps Payors transition from traditional "one size fits all" benefit plans to risk adjusted value based plans. This needs analysis of high volume of unstructured clinical data from a variety of documents including clinical progress notes, eRx and other handwritten notes to build patient risk profiles.

Client's Customers saw 15-20% improvement in RAF (Risk Adjustment Factor) and 19x Return on Investment

Solution Delivered

Use OCR and NLP on documents to extract contextual content and terms
Create ML pipelines to process blobs of text and map them to clinical codes
Create patient risk profiles by combining related clinical codes (concepts)
Use ML Algorithms that engage patients in personalized and targeted benefit plans based on their risk profiles

Taxonomy: Concept Binding

Semantic text to Concept Mapping

Case Study #9

Patent Research Repository for a leading Pharma company to consolidate data sources and speed up patent discovery and analysis

Challenges/Problem

Build a patent search platform for the research division of a leading international pharmaceutical company


Platform needed to perform Advanced search operations, graph traversal operations and processing of large number of documents in different formats

Need to support guaranteed response times for several client applications that access the repository

Improved Patent discovery rates by 33% by adding additional sources seamlessly and reduced response time from 30 seconds to under 5 seconds

Solution Delivered

Polyglot Persistence architecture using Oodebe Synchronisation Engine
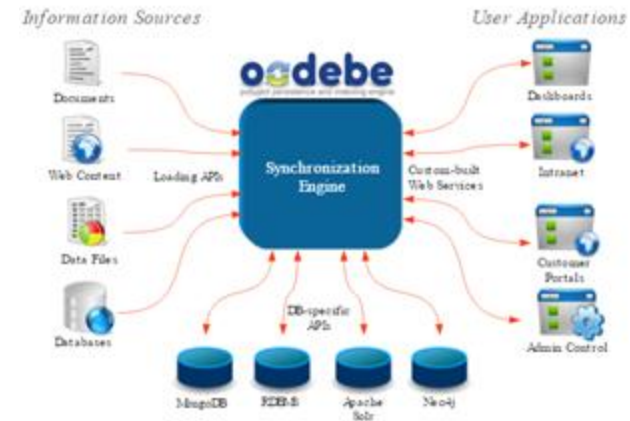
Search and graph traversal queries to be performed using special purpose data engines, providing guaranteed performance for complex queries

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Case Study #10 Claims Data Processing for a Pharmacy Benefits Management system

Challenges/Problem

Help a multi-billion dollar PBM:
1) Merge a recently acquired PBM claims adjudication platform and ensure consistency in claims processing
2) Enhance benefits plan management to improve patient experience and claims auto-adjudication rates

Solution Approach

1) Big data blended with high speed comparison ML algorithms to process claims data and detect mismatches in processing in real-time
2) Optimize benefits plan configuration and recommendation engines to help identify the best plan

200% Improvement in identifying cluster of similar looking claims which have issues

50% Reduction in OPEX associated with parallel testing

80% Reduction in rework for the testing team

Claims Certification

Machine Learning

Duplicate Claims Data Detection

Case Study #10 Claims Data Processing for a Pharmacy Benefits Management system

Solution Steps

- Data analysis, Data cleansing, Master Data Management, Data auto-summarization, Cluster analysis
- Feature Selection - Identify the most important features causing the two systems mis-matches.
- Machine Learning - Training/validation/testing a Classifier (Ex: Decision Tree, Logistics Regression, Anomaly Detection).
- Feature Selection and Supervised Machine Learning Techniques leading to models
- Data Clustering – Unsupervised Machine Learning techniques

100 Million Transactions used for Certification testing and ML Analytics

250+ Parameter fields considered for Data Processing

1000+ Features mapped for anomaly and mismatch detection

50% Reduction in OPEX associated with Customer Onboarding

Technology

Clinical Trial and Quality Management Platform for a European ISV

Overview

Client is a European based ISV that offers a platform for the Pharma industry to manage their clinical trials, and to help different site users, investigators and reviewers collaborate & perform effective document management and quality control meant for clinical trial and audit process required by FDA.

Challenge

- Client's existing framework was not scalable resulting in significant application latency as data volumes increased
- Enormous Capex and Opex for maintaining existing applications
- Licensing and vendor support issues for aging frameworks

25+
Countries using solution

>100
Employees Worldwide

Transformation

Worked on a flexible and configurable framework called Neuron ESB for enterprise integration
Framework allows users to design and develop new solutions and features faster
Improved productivity and margins

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Case Study #11   Clinical Trial and Quality Management Platform for a European ISV

Solution Steps

- Cloud-based document management system to facilitate any eTMF (electronic Trial Master File) business process.
- Cloud-based eQMS (electronic Quality Management System to manage critical quality related documents, control their creation and manage their approval.
- Completely configurable and flexible eDMS within cloud and compliant with CFR 21 Part 11.
- XEVMPD/IDMP modules based on Microsoft SharePoint-for Planning, Controlling & Tracking all notifiable processes in the highly regulated Life Science industry.

50%+ Savings on Capex and 70% on Opex

100% Improvement in end-user experience resulted in significant growth

Fastest growing LifeScience tech provider Awarded to Client

Technology

Data Interoperability
Case Studies

Case Study #12

Secure Portal for Patients to access and share their diagnostic tests results

Client is a leading developer of rapid diagnostic products and services focused on infectious disease, cardio-metabolic disease and toxicology

Build secure portal to deliver reliable and actionable information from rapid diagnostic tests

Patient can access Lab results via a secure portal and share self reported data with Care Providers with one-click. This data is integrated with Cerner and Epic EMRs

Integration with multiple enterprise EMRs

Solution Delivered

- Master Data Management of thousands of patients, doctors, nurses and health care providers
- Developed 60+ database tables, 20+ interfaces, 100+ screens
- Leverage open source libraries such as am Charts for visualization needs
- Reporting capabilities using SSRS / Reports development

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Case Study #13   Voice-assisted Physician Companion Platform

Challenges/Problem

To reduce the burden for physicians to perform non-clinical administrative tasks including clinical notes and billing

Solution Delivered

Mobile app that pulls patient history, vitals, orders and clinical notes from the hospital system EMR.

Built on FHIR R4 and built-in Integration with Cerner, Epic, eCW, Allscripts (additional EMRs in the pipeline)

Built on a conversation layer so Physicians can use voice prompts to navigate the app, just like Alexa/Siri

Ability to dictate orders and clinical notes and upload them to EMR with simple voice command e.g. create diet order for Mary Smith

The platform saves more than 15% of Physician's post-operative time for administrative tasks like billing and clinical notes
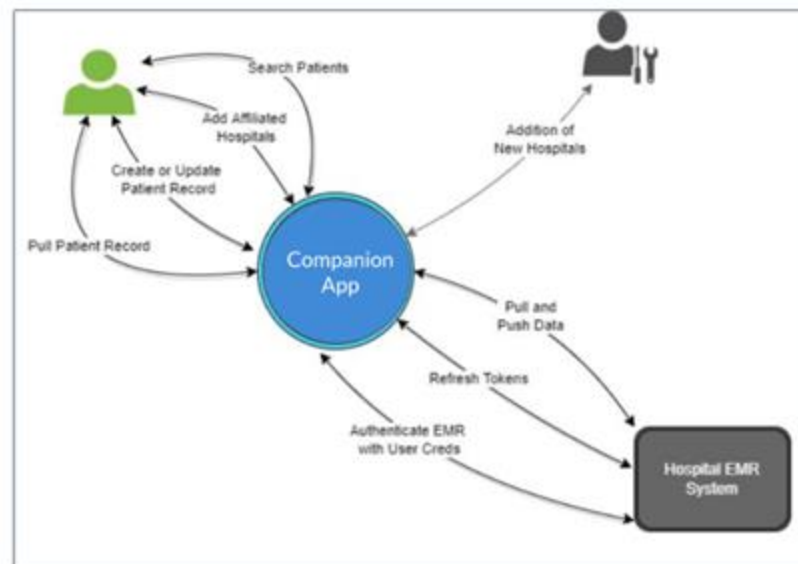
Case Study #14 Connected Care Coordination platform for Belgium's Health Ecosystem

Overview

Client is a Western European leader having 20+ different healthcare products for European market. The Client needed a partner to build a care coordination platform to connect providers, patients, payers and other stakeholders of country's healthcare ecosystem

Solution Approach

- Built a cloud enabled connected care platform from the ground up
- Modern and Intuitive user experience with real-time data and insights
- Integrated Practice Management application to streamline Provider operations
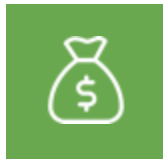
Part of 400 Million+
revenue group of multi national company listed in Brussels Stock Exchange

40K+ Customers
From last 22+ years

29+ Countries
ISV presence in 7 locations in Europe serving large healthcare population

ISV having >385
Employees in Europe

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Case Study #14   Connected Care Coordination platform for Belgium's Health Ecosystem

Solution Steps

- Built Patient Registration, Clinical history, Episode of care, ePrescription, Medication & Treatment Management,
- Integration with a centralized clinical document manager with audit trail support, and support for multiple clinical document formats like HL7, KMEHR
- Integration with central government registries of healthcare data
- Integration with eRx, LIS and RIS (Imaging)
- Certified Technology: Testing team went through the Homologation process

Agile Execution
Executed the project using Scrum of Scrums approach to ensure flexible Iterative development and active stakeholder engagement

Hybrid shore Delivery
Project team members worked onsite and away shore to hybrid delivery model

- Met the major business goal of bringing the solution up in record time of less than 6 months

- Helped streamlining of the national healthcare system which improved operational efficiency and patient experience by 10 times

- 50% boost in customer revenue as more and more providers were transitioning to the new platform

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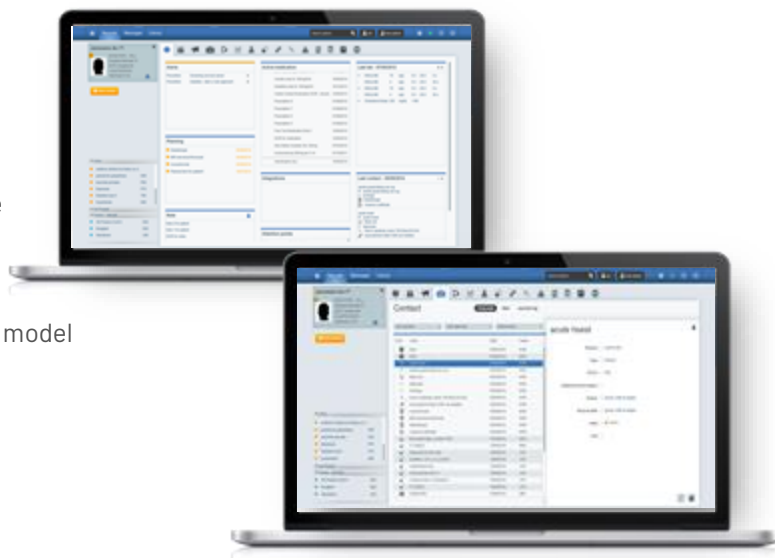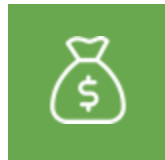
Case Study #15   US based Mental Health EHR Platform

Overview

Client is a North Carolina based ISV who built an Electronic Health Record for the mental health domain serving the needs of practices in US and Canada
- One of the fastest growing Behavioural Health EHR provider
- Streamlines office, enhances efficiency and reduces billing times
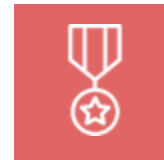- 2014 – Edition ONC – ACB Meaningful Use Certified Technology

Project Overview

Design, development and maintenance of an EHR platform specifically designed for Behavorial health

$1 Million+
Net revenue from the mental health market

50K+ Patients
Over the past 10+ years

100+
Mental health clinics & Rehab centers

>30
Employees in the USA

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Case Study #15   US based Mental Health EHR Platform

Features Developed

- User defined dashboard
- Client demographics
- E- Prescribe(e-RX) and tracking of Drug Drug interaction and medication allergies
- Medication tracking
- Progress notes
- Treatment Plans
- Appointments
- Track Vital Signs
- Track substance usage
- Alerts and reminders

- Customizable layouts and Reports
- Patient billing and payment tracking
- Insurance submission
- Document Tree
- Lab Integrations via HL7 files and custom reports
- Generate and export CCDs
- Transmit immunization records via HL7 files
- Patient portals that are responsive and works on multiple form factors

Significant improvement in User Experience and Overall design

Meeting HIPAA Compliance needs of the product

Implementing Value-driven payment against fee for service

Case Study #16   Supply-Chain for one of the world's largest Covid-19 vaccine Programs

Overview

Client is one of the world's largest humanitarian and developmental aid organization worldwide. Aim of the program was to help accelerate the development and manufacturing of COVID-19 vaccines and to guarantee fair and equitable access for every country in the world.
The Organization worked with manufacturers and partners on the procurement of COVID-19 vaccine doses, as well as storage and transportation

Transformation

As Digital Data Engineering partner we created a platform to monitor the storage, distribution and vaccination data from over 189 countries.

Technology

Azure, Azure Data Factory, Azure Functions, Synapse, Power BI

21 Million
Vaccines distributed around the world by end of 2021

500 Million
Syringes stockpiled by end of 2021

189 Countries
Support the program

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# Product Engineering and Infrastructure Management Case Studies

Case Study #17

Infrastructure migration from on-premise to AWS improves scalability, availability and reduces cost

Challenges/Problem

Consolidate data centres to improve scalability and reduce overall costs by migrating application infrastructure to AWS

On-Premise Data Center

Migrate all environments (Dev, QA, Staging & Prod) from on-premise data centres to AWS
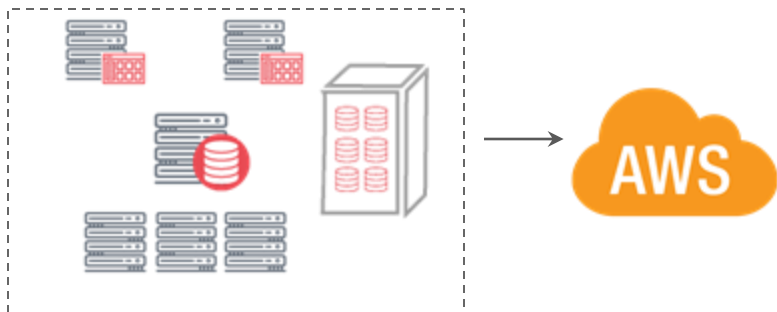
Solution Delivered

- End-to-end migration services covering phases including Application Analysis, Cloud Architecture Design, Infrastructure Automation and Application Deployment, Performance Testing to Training
- Assessment of AWS Sizing and Data migration efforts
- Rewriting of scripts in Powershell towards task automation
- Recommendation of Data Transfer mechanism using Tsunami (OSS) for high speed Data Transfer
- Developed Continuous Delivery pipelines for applications from Dev into Prod Env

Enable **PHI and HIPAA** compliance by encryption of data at rest and in transit

Case Study #18   Managed Service for Infrastructure Administration for Fortune 10 Healthcare Payor

Overview

Client was looking for remote administration services that includes;
- Business Intelligence Experts, DBA
- Level 1 remote monitoring of their IT infrastructure of more than 60 different kinds of application and database servers running on Windows & Linux
- Building dashboards for Power Users in order to control the employee productivity.

Challenges/Problems

- Need to monitor infrastructure remotely
- Raise timely alerts and proactively identify issues to ensure SLAs
- Database Administration and performance tuning of various SQL Server and Oracle Databases
- Build dashboards for measuring the performance of the employees delivering services
- Building dashboards and visualization for C-Level Executives

100% Adherence to SLAs defined for monitoring the client infrastructure

>99% Reduction in time required for report building from 32 Hrs to Less than 15 Minutes

100% Improvement in ease of monitoring the service levels through an executive dashboard

Case Study #18   Managed Service for Infrastructure Administration for Fortune 10 Healthcare Payor

Solution Steps

- Deployed a process and team that remotely monitors the client network
- Defined the SLAs and kept a close watch on meeting the required SLAs
- Monthly reports showcasing service performance matrix was produced
- Leveraged Nagios for remote monitoring
- Well documented and scripted L1 troubleshooting - logging into management server to run specific scripts to restart services if needed
- DBA assigned to manage DB installations, performing upgrades, managing DB storage, user accounts, security policies, schema objects, tables, indexes, views
- Performing migration, backup and recovery of databases
- Monitoring and tuning performance of database

Technology

Windows, Linux, VMWare, Nagios;
DBA: SQL Server Administration
Dashboard: QlikView

Healthcare Payment Innovation Case Studies

    Application Engineering for a Large Healthcare Payment Gateway Company

BACKEND APPLICATIONS

- **Data Administration**
  Customer Service application for Data Management

- **Data Ingestion**
  Data Masking application

- **Banking**
  Finance Team tool for Payment Reports, Voiding payments

- **CRUD**
  Internal Application tool to perform DB Operations (like SSMS)

- **Security Platform**
  Centralized User Identity Provider

- **API Gateway**
  Enterprise Services

- **Payment HUB**
  Single Interface for all Payment Modalities

- **Portals**
  Single Sign On User Interface for all Applications

CORE ENGINES

- **VCP**
  Virtual Card Payment Services

- **PayPlatform**
  Payments Data related to EChecks, Physical Checks, ACH, and vCard

CUSTOMER FACING APPLICATIONS

- **B2B**
  Portal for processing payments between two businesses

- **PaySelect**
  Customized payment portal for business payments

- **Premium Payment Manager**
  Automated Reimbursement Payment system

- **VCP CSR**
  Customer Service Representative application

- **vCard**
  Provider facing application for Card Tracking, Optout option and Fraudulent transaction report

Case Study #19   Application Engineering for a Large Healthcare Payment Gateway Company

Back-End Applications

- Data Administration
    - Self Service CSR tool for faster service management
    - Features - Provider Data Mgmt, Fraud Prevention, Compliance, Audit, Live Tracking
- Data Ingestion:
    - Tool to anonymize (mask) PHI data from files and in data tables for HIPAA and PCI compliance
    - User defined Anonymization rules
- CRUD
    - Self Service search and data manipulation without using SSMS (SQL Server Management Studio)
    - Ability to execute stored procedures and functions and assign queries to different groups
- Banking
    - Single platform for all payment processing - review, clear, stop, adjustments and more
- Security
    - Centralized User Identity Provider that manages access across applications, TP-APIs, DBs etc
- Clearinghouse Portal
    - Self service enrollment management for providers, TPAs and other payment receivers
    - Outcome: 18K manual tickets reduced to 3.5K, 20% reduction in call volume

Accionlabs
HEALTHCARE

Case Study #19   Application Engineering for a Large Healthcare Payment Gateway Company

Core Engines

- Virtual Card Payment
  - Platform to generate Virtual cards for payments
  - Card service APIs to generate VCP through various card vendors
  - Integrated printing and faxing functions for Providers
  - Real-time card swipe transaction tracking and blocking

- PayPlatform
  - Platform that supports multiple modes of payment - ACH, Vcard, PaperCheck, and eCheck
  - Reduced Provider revenue cycle from 7+ days to 5 mins (for real-time payment options)
  - Cost effective by eliminating bank fees and printing charges

Customer Facing Applications

- vCard Self Service
  - Providers can opt in and out of different payment methods
  - Report suspicious transactions and cancel/block the card
- VCP CSR
  - CSR portal to support Provider queries for transactions, opt-out, information update and more
- Premium Payment Manager
  - Platform for Employers to pay different carriers, plans and coverage each month for each individual employee
  - Employees can have their obligations recovered pre-tax through payroll deduction
- B2B
  - Payment processing from one Business (Payer) to another Business (Payee) for goods and services
  - Multiple payment options – ACH, Vcard, PaperCheck, and eCheck
- PaySelect (B2C platform)
  - Payment processing from one business (Payer) to a consumer (Payee) for goods and services
  - Payor branded portals to process claims of any insurer/Administrator and securely transfer the money to the concerned receiver in their preferred payment option

Re-engineered physical check payment solution to web based paperless payments processing
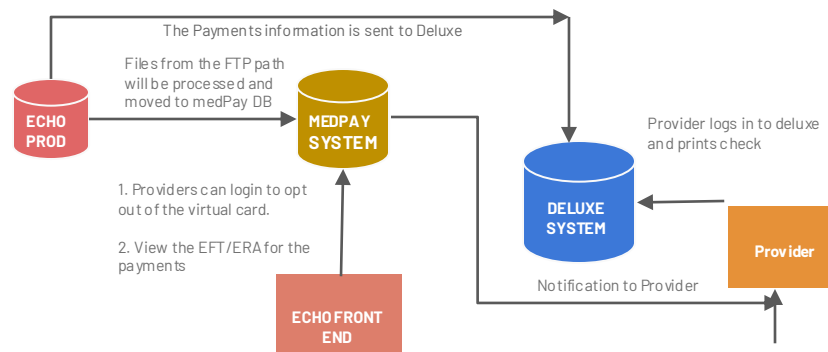
Manual paper based payment process was time consuming & error prone, leading to inordinate delays, taking 7+ days

Providers did not have bank account or refused to provide account details resulting in low adoption rates

Legacy application was built in VB6 had become difficult to maintain

New Platform improved maintainability and significantly reduced payment processing time from 7+ days to 5 minutes

The Payments information is sent to Deluxe

Files from the FTP path will be processed and moved to medPay DB

ECHO PROD

MEDPAY SYSTEM

Provider logs in to deluxe and prints check

DELUXE SYSTEM

Provider

1. Providers can login to opt out of the virtual card.

2. View the EFT/ERA for the payments

ECHO FRONT END

Notification to Provider

.NET platform with web APIs to "Deluxe Payment Exchange", a 3rd party payment system for e-checks, virtual cards & ACH generation

Thank You