

## Healthcare Insurance

### Information Management Solution Brief

#### //WE LISTEN

When the number of healthcare payers grows and encompasses many different brands, offerings and members, the complexity involved in running healthcare insurance increases significantly. It then becomes vitally important to track the business across its business lines to provide quality customer service to its members. However, this can create risk by creating the need for multiple transactions in order to process and settle claims..

Business intelligence solutions for healthcare payers need to cater to a diverse set of audiences. Typically these large organizations look to provide a level of customization and personalization not typically found in commercialized, off the shelf business intelligence software. However this will increase complexity.

A few examples of the advanced requirements for a recent healthcare insurer included:

- Deliver a customized user interface with a highly functional data prompting and filtering mechanism
- Integrate the user interface with a Business Intelligence platform
- Use a Service Oriented Model
- Report on one of the largest sets of claims data in the country
- Preserve a level of performance that would not turn users away from the solution

This organization needed a dedicated and proven leader in business intelligence to partner with its internal teams and deliver a solution that would vastly improve the means to manage healthcare claims processing adjudication and overall performance. They turned to JCB Partners.

#### //WE SOLVE

JCB provided a proof of concept to the healthcare insurer to illustrate and test key behavioral application traits. Once that was executed, JCB began the road to delivery. The user interface and reports were developed concurrently and reviewed in a Joint Application Development manner. As the general User Interface behavior and Reporting format was finalized, the effort turned to Performance Testing and Improvement. The goal was to maximize the strengths of each technical component. Once performance hurdles were cleared, an extensive internal and external user testing process was executed. This solution recently went into full production use.

JCB Partners provided the healthcare insurer with a solution that balanced the complexity inherent in the industry with the need for an easy to use and high performance tool for business users. With this solution, the healthcare provider expects to be able to monitor and process individual claims and manage the entire claims process in a more efficient manner thus saving time, reducing errors and manual rework, and ultimately decreasing costs.

### Denver

1050 17th Street,  
Suite 1710  
Denver, CO 80265  
Ph: 303.623.1522  
Fax: 303.623.1531

### Chicago

161 North Clark,  
47th Floor  
Chicago, IL 60601  
Ph: 312.523.2134  
Fax: 303.623.1531

### San Francisco

301 Nimitz Avenue  
Redwood City, CA  
94061  
Ph: 650.995.7359  
Fax: 303.623.1531

[request.info@jcbpartners.com](mailto:request.info@jcbpartners.com)

### //WE DELIVER

At JCB, we think strategically, from start to finish, to determine the most effective and sustainable way to utilize technology and resources to drive business forward. We start small by helping companies in healthcare and across many other industries realize results quickly while establishing and embracing a Culture of Analytics™. As JCB systematically moves forward, we apply what we learn while continuing to assess the larger picture.

### //TECHNICAL REVIEW

This solution was built on an IBM stack of hardware and applications. The Data Warehouse platform is an IBM DB2 solution using the Balanced Configuration Unit architecture. The Business Intelligence solution deployed was IBM-Cognos v8.3 using IBM WebSphere as the application server. All operating system platforms were 64-bit AIX UNIX across the Information Technology stack.

The custom application was built using J2EE based technologies using Java, JSF, Hibernate and deployed using IBM WebSphere. All integration from the custom application interface to the IBM-Cognos business intelligence platform was made via the IBM-Cognos Software Development Kit (SDK).

