

New Option for Native Health Organizations

Native-Run Contract Health Care Program (CHCP) Adopts Plexis LCS Claims and Benefit Administration Technology to Boost Productivity

“We were looking for an easy-to-use, economical solution that could be implemented in a short period of time. In actuality, we were trained and completely up and running on LCS in less than 60 days.”

“...seeing a reduction in average claim payment turnaround time of up to 40%.”

“We could not have been more pleased with Plexis’ follow through and responsive support.”

Plexis Healthcare Systems is one of the fastest growing claims processing software developers in the health-care marketplace, and has provided cost-saving solutions for healthcare organizations since 1996. A Certified Microsoft Partner, Plexis is also a selected partner in Microsoft’s Connected Health and Human Services (HHS) Alliance.

Plexis software and services enable healthcare organizations to increase profitability and enhance customer satisfaction while helping them meet all current governmental regulations, including HIPAA. [Learn more at www.plexisweb.com](http://www.plexisweb.com) or call 877.475.3947.

The Company: SouthEast Alaska Regional Health Consortium (SEARHC)

SEARHC is a non-profit health consortium comprised of 18 Tribal communities, serving the health interests of the Tlingit, Haida, Tsimshian, and other Native people of Southeast Alaska. It is recognized as one of the oldest and largest Native-run health organizations in the nation.

With an ongoing commitment to better serve its members and providers, SEARHC sought an advanced claims processing and benefit administration system to facilitate improvements in reporting capabilities and functional efficiency. Additional selection criteria included ease of use and flexibility to accommodate the consortium’s expanding claims processing needs. A new system would also need to be easily and rapidly deployable and fit within budget constraints.

To meet these objectives, SEARHC teamed up with Plexis Healthcare Systems, which provided an affordable automated processing system offering expanded CHCP/IHS-specific reporting and functionality.

The Challenge: Help SEARHC administrators process more claims in less time with greater ease and accuracy

Prior to implementing Plexis LCS, SEARHC had relied upon a legacy government-provided claims management system. Inconsistent reporting and lack of flexibility to meet SEARHC-specific needs were contributing to delays in eligibility verification and, consequently, vendor payments. Frustration with delays and production inefficiencies due to inherent system limitations were taking a toll on SEARHC process administrators’ productivity and morale.

The Solution: Implement Plexis LCS technology to provide advanced tools, processes and support

Considering alternative system solutions, SEARHC specified improved reporting, flexible application, ease of use and accessible technical support as key requirements. The decision to purchase the Plexis LCS automated claims management system was predicated on the expectation that its automated technology would simplify internal administration, streamline export of registration and encounter data to area IHS agency, expand reporting capabilities and integrate smoothly with their existing Microsoft office platform.

The Results: Increased productivity, improved data management, reduced cost and a happier staff!

Since implementing Plexis LCS in early 2009, SEARHC has successfully achieved its primary objectives: User-configurable automation has reduced manual data entry thereby significantly improving productivity and capacity. Operational workflow and reporting capabilities have also been greatly enhanced. A resulting 35% reduction in administrative staff requirements allows SEARHC to reallocate more funds for furthering health care initiatives. Increased efficiency and enhanced functionality such as the ability to show patients’ account numbers on claims, push-button denial letters and powerful Crystal Reports integration, has enabled SEARHC staff to trim claims processing time by up to 60% and assure vendors of consistently reliable reporting and timely payments.

Plexis LCS support team exceeded expectation by completing implementation in less than 60 days, including data conversion and staff training. Ongoing support from Plexis has also produced dataset conversions allowing export of registration and encounter data directly to IHS in fully compatible formats. Further LCS refinements currently in development such as electronic claims receipt and IHS area office export continue to add value for SEARHC.