

Plexis International Case Study:
Point-of-care settlement for Cayman General Insurance

Partnership, remote access and multi-currency functionality provide successful solution

The Issue: Soaring Administrative Costs

Located on the island of Grand Cayman in the British West Indies, Cayman General Insurance sought a remote access solution to provide members with electronic transmission of claims and to reduce administrative costs, which were about 25 percent of the company's revenue. To accomplish this, CGI teamed up with Plexis Healthcare Systems, which developed a processing system for CGI that offered point-of-care claims settlement, and two other vendors.

Prior to implementing Plexis Claims Manager, CGI had been using a quasi-manual system and the response time was not good. In the summer of 2001, CGI began installation of the Plexis Claims Manager Benefits Administration Software for processing and claims paying. On Jan. 1, 2002, the system went live.

The Caymans do not have income taxes, but companies that import technical personnel are required to pay costly work permit fees. Not being able to find enough technical talent locally to provide in-house support, and not wanting to keep importing technicians as the company grew, CGI looked to technology for its answer.

The Solution: Strategic Partnership Provides Remote Access

About a year after installing the Plexis system, CGI signed a contract with Brac Informatics Centre, a local technology service provider that took over the management of the Plexis system. But CGI also wanted to provide a direct link to providers. To accomplish this, the company enlisted the services of NY-based Mitan Technologies, which formed a strategic alliance with Brac Informatics. In this way, CGI provided its doctors with access to the Plexis system, with Mitan Technologies using the Internet and providing the software that links the two.

The CGI point-of-care claims settlement allows physicians and payers to track each claim and know exactly where it is in the process. Eligibility can be verified electronically in the doctor's office and when payment is made at the end of a session, the amount goes against the Plexis database, is recorded as a claim, and the provider can see how much the patient should pay as co-pay. Once payment is made, the provider also can see on his screen that the claim has been adjudicated.

The Results: Increased productivity and 40% reduction in administrative costs

Plexis faced several obstacles, including developing a system flexible enough to handle multi-currency conversions. However, the point-of-care settlement system built around Plexis Claims Manager has resulted in significant gains in efficiency and cost savings associated with automated multi-currency functionality and remote access. CGI is now able to turn claims around in a day rather than weeks, and that it takes only three days to get checks out rather than three weeks. In addition, the system has reduced CGI's administrative costs by 40 percent and its use of paper by 30 percent, according to officials at CGI.