# WHITE PAPER

# Recommendation From the Pilot Project Team

Beacon Technologies Group, Inc.
September 2017

A prospective client paid for a 6 month pilot project engagement with Beacon to test SpyGlass with real plans from a real customer, using real claims from a real trading partner. Effectively, this was a new implementation. Here is the client's pilot project team's summary report.

## Goal

The primary goal of the proof of concept pilot project engagement is to select a claims system that meets all of our current and future needs.

To meet our needs, the system must be cost effective, improve service to our clients, be able to handle our current line of business, and have the flexibility and scalability to meet our future business needs.

## Proof of Concept

The objective of the proof of concept is to convert an existing account from **Customer A** to **SpyGlass**, evaluate SpyGlass system capabilities to see if it meets our overall evaluation criteria, and to determine if SpyGlass is the right choice for our company.

## Reasons to Choose Beacon

1. Beacon achieved the highest overall score of all claims systems we reviewed
2. It meets our needs and our client
3. It is cost effective
4. It is scalable
5. It will increase system auto adjudication
6. It is simple to learn and use
7. It is HIPAA compliant
8. It has a great reporting package

## Areas of Focus

- Ease of Use & Training
- HIPAA Compliance
- System Security
- User Security
- Plan Setup & Maintenance
- Process Automation
- Workflow
- Auto Adjudication
- Examiner Production
- Quality
- Reporting
- Conversions
- Scalability
- System Support
- Savings
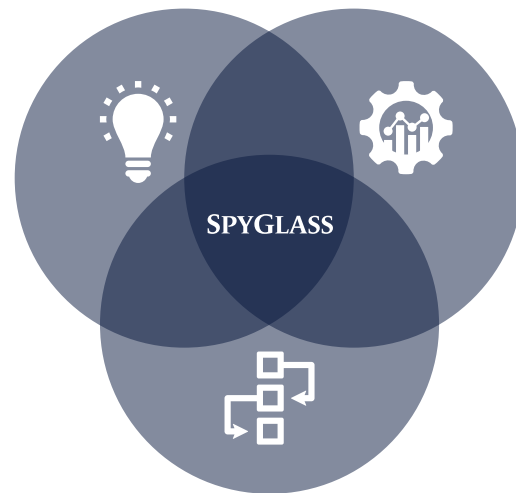
## Ease of Use & Training

SpyGlass is a web-based system, which can be accessed from anywhere. The system features a graphical interface with easy to read screens, built in documentation, training videos, and webinars.

SpyGlass training time is minimal (1–3 days) compared to our existing system (5+ days).

### Other Notable Features

- One login vs multiple logins
- Menu display can be customized by the type of user
- Drop down menus for easy navigation
- Ability to use a combination of mouse and keyboard navigation
- Fewer screens that have more functionality

# HIPAA Compliance

SpyGlass uses banking caliber web security for all operations.

HIPAA Director, included in the software solution, sends and receives all standard HIPAA EDI transactions (834, 835, 837, real time eligibility 270/271, and many more). It the ability to work parallel with 5010 and ICD-10, as well as the older 4010 and ICD-9. So that our older data looks reasonable, the system can send and receive files in proprietary formats based on vendor needs.

### Medicare Crossover (COBA)
After Medicare pays claims for our participants, they send us an EDI file of the claim with the Medicare COB amounts.

# System Security

### Multi-level Security
The SpyGlass bank level security has been tested and certified by Deloitte. All web access is encrypted via SSL digital certificate. All file transfers are secured via PGP, secured FTP or protected by private dial up network.

# User Security

Each user ID utilizes picture recognition to prevent "phishing," which is a feature not available on our existing systems. Each user profile is assigned a customizable menu. System access can be restricted from menu level all the way to the button level on a specific screen.

# Plan Setup & Maintenance

### System Setup Structure

- **Plans:** based on eligibility plans
- **Coverages:** medical, dental, vision, disability, etc.
- **Exclusions:** non-covered items
- **Benefit Rules:** one benefit rule for in and out of network
- **Remark Codes:** can be linked at all levels
- **Correspondence Letters:** can be linked to a claim or sent out in bulk

New clients are copied from an existing template at the Coverage or Benefit Rule level, while coverages and rules can be copied across clients. The Coverages, Rules, and Exclusions are then tweaked to fit the new client's benefits.

Maintenance of benefits can be at the coverage level, where one change affects all applicable benefit rules. Changing individual rules is not required, which is our current process. Initial plan set up can be completed in less than a week, some plans within days, which is less than our current systems.

# Process Automation

SpyGlass is fully automatable after initial set-up of the processes for:

- File importing and loading
- File exporting
- Reporting

Notifications and/or error reports are sent to the appropriate departments. You do not need programming skills to do technical outputs as with our other systems. SpyGlass has unlimited line item and dollar field, whereas our current systems have restrictions on field length.

## Current Workflow

We manually run reports and distribute work. It's difficult to distinguish the mix of claim types on backlog. There's a one day minimum delay for internal pends. A late availability of day's work due to the overload of mainframe scheduling, especially at month end.

## SpyGlass Workflow

SpyGlass dashboards shows a **REAL-TIME** backlog by claim status, claim type, and workflow queue. Each workflow queue is user-defined. Managers can redistribute work at the click of a button. SpyGlass captures information from claims such as OI info, injury info (illness, work related, MVA), etc. that is integrated with the workflow. Workflow allows for easy segmentation of work (i.e. Eligibility dept, Subro dept, COB dept, VIP claims, etc.)

## Auto Adjudication

Auto adjudication parameters are setup at the trading partner level, fund level, and at the benefit rule level. The system incorporates controls to include/exclude at both the trading partner (i.e. Cigna files) and at the benefit rule level.

At the fund level, we can include/exclude specific claim scenarios from auto adjudication:

- Patient not eligible
- Various COB and EOB scenarios
- Diagnosis codes by relation (member, spouse, dependent)
- Claims over a certain billed, eligible, or allowed amount (amounts set by user)

Auto-setup time is minimal compared to our other systems. Claim files can be put through auto adjudication multiple times. SpyGlass can achieve a high auto adjudication rate through batch auto without any human intervention.

## Examiner Production

| | Minimum number of keystrokes to process a claim | Minimum number of screens to process a claim |
|---|---|---|
| **Competitor A** | 24 | 3 |
| **Competitor B** | 27 | 5 |
| **Competitor C** | 28 | – |
| **SpyGlass** | **4** | **2** |

Overrides are minimal to none. One claims screen processes medical, dental and institutional claims. Multiple screens are available to the examiner to verify how the payment was derived (plan set-up, eligibility, benefit calculation).

**SpyGlass Batch** 70%

**Co. Average** 58%

**Competitor A** 68%

**Competitor B** 48%

**Competitor C** 30%
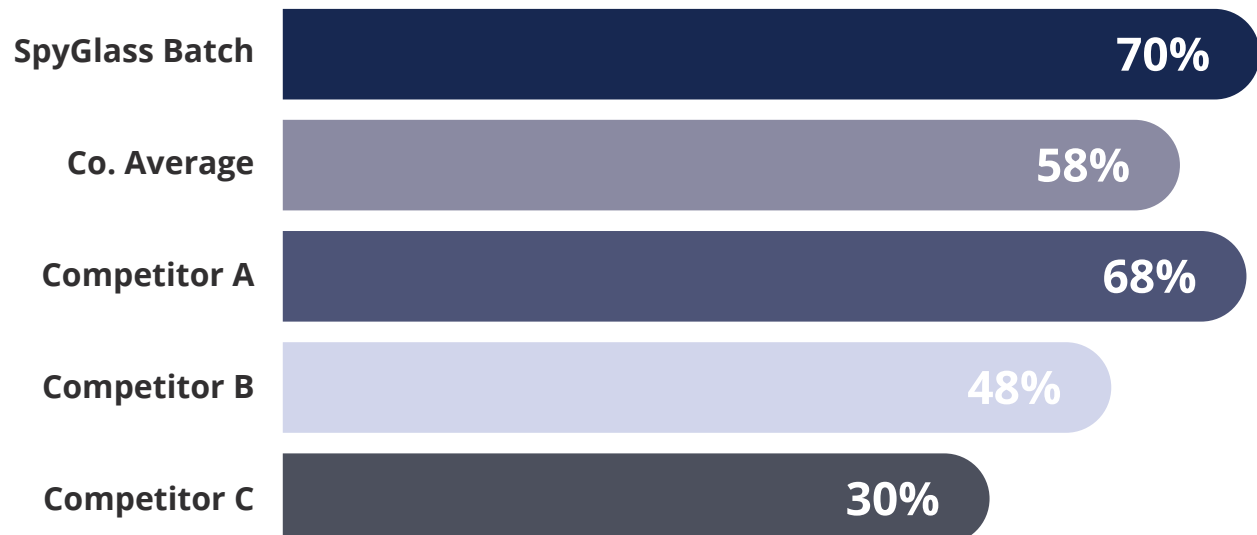
# Quality

SpyGlass utilizes critical file logging of **all** maintenance screens:

- When a screen was changed
- What was changed (before and after)
- Who made the change

The claim logs keep track of each user and time of change, and are easily accessible from the claim screen. These logs provide an audit trail for internal and external review.

Every level of the SpyGlass system provides notes capabilities:

- Service line
- Claim
- Patient/Member
- Provider

Each note provides **three** levels of warning:

- General use
- Medium importance
- High importance*

> *High (critical) importance notes must be reviewed and acknowledged by the examiner before the system allows the claim to be released.*

Reading notes is optional on all of our other systems. Each note is independent allowing flexibility of how often the note will be displayed. Notes can be assigned to a single claim or for all claims pertaining to a single individual. Effective and termination dates are available for each note.

## SpyGlass Search Features

- Diagnosis codes
- CPT codes
- ADA codes
- ASA codes
- HCPC codes
- Revenue codes
- DRG codes

(?) Question marks provide a look up feature for either codes or descriptions. Underlined fields and buttons provide access to eligibility, benefit set-up, coverages, etc.

SpyGlass has an "undo" feature, which allows a claim to be reset to a pend status anytime prior to a check run, which allows for accumulators to be backed out and prevents check pulls when an error is discovered. This feature is not available on any of our other systems.

# Reporting Capabilities

SpyGlass features standard reports in a variety of formats that can be fully automated (e-mail notifications). Easy to use adhoc reports are available for anyone to run.
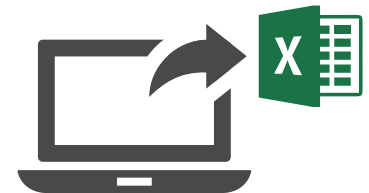
- **Accounting Reports**
  - *Lag Study (Triangle report)*
  - *G/L Reporting Tool*
  - *Funding Report*
  - *Paid Claims by Fund*
  - *Check Batch Inquiry*
- **Claims Reports**
  - *Pend (by examiner, reason, workflow queue, summary)*
  - *Claims Management (TAT, audit, examiner, productivity, claims by received date, repricing savings, admissions)*
  - *Paid Claims (denied, paid by examiner, summary, large claims)*
- **Management Reports**
  - *Utilization (by benefit, by condition, by diagnosis, by DRG, by episode, by relationship, by procedure)*
  - *Reinsurance (aggregate, specific limits, census, large claims, specific stoploss, specific stoploss by group)*
  - *Underwriting (stoploss, incurred loss ratio, paid loss ratio, experience loss ratio)*
- **Quick Claim Reports**
- **Trigger Reports**

# Conversions

Time to convert a client is reduced from 90 to 120 days, to 60 to 90 days, and even less for simple conversions. You're able to quicken the setup process by copying templates. Standardizing initial set-up allows for the sharing of data codes.

Simple utility tables allow for ease in loading historical eligibility and claim files. The mapping process is table driven. Utility tables are simple to map using standard HIPAA files or vendor's proprietary files.

Files load quickly and provide error reports for corrections. Reports to verify the loads and a test setup are created in minutes and can be converted to excel in seconds.

# Scalability

SpyGlass is based on a modern, open source platform. The scalability, load balancing, and fault-tolerance capabilities are really phenomenal. Additional application servers can be introduced to support clustering in any one of a number of different configurations.

The database at the back of the system is the key. All transaction requests go through the database and are controlled for uniqueness. Performance and scalability of IBM's DB/2 is enormously robust.

# System Support

System support is a key element of the selection process.

### Attitude of Vendor's Employees
Beacon employees have been extremely helpful, energetic, understanding, and positive about each question that we ask or suggestions that we recommend.

### Customization/Programming
Beacon can make the changes we need them to make, since they've developed it all.

### Programming Time
Every suggestion we have made that has required programming has been received with a positive attitude of *"We can do that for you"* and has been completed within two weeks or less, most within a day or two.

### Flexibility
Beacon is extremely flexible, they offer assistance at their location, at the customer's location, webinars, conference calls, e-mails, and they have even offered to dedicate a project manager for this project if it makes our process go smoother.
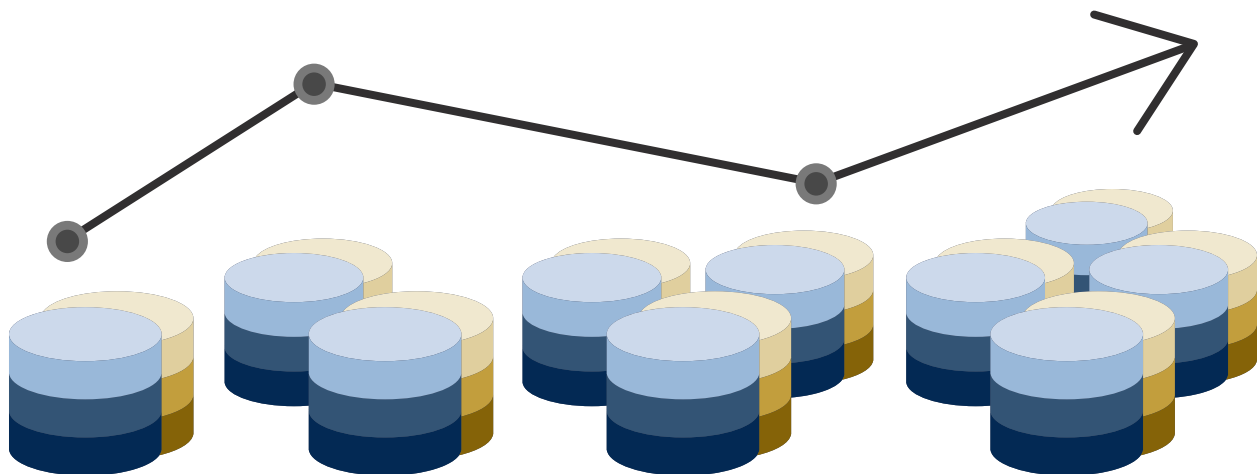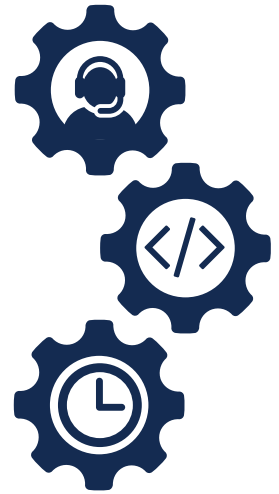
# Savings

| Process | Current Systems | Beacon SpyGlass | Savings |
|---|---|---|---|
| Claims Importing, Loading, Corrections | 32 hours/day | 4 hours/day | 28 hours/day |
| Eligibility Importing, Loading, Corrections | 8 hours/day | 1.5 hours/day | 6.5 hours/day |
| Auto-Adjudication | 60% | 70% | 10% |
| Production | 88 claims/day/examiner | 95 claims/day/examiner | 7 claims/day/examiner |
| Check, EOB, Letter Batching | 16 hours/day | 4 hours/day | 28 hours/day |
| Standard Monthly Reports | 50 hours/month | < 10 hours/month | 40 hours/month |
| Adhoc Report Setup | 1 hour/report | .25 hour/report | 75% of time/report |

| Conversion Process | Current Systems | Beacon SpyGlass | Savings |
|---|---|---|---|
| Conversion Time | 3–5 months | 1–3 months | 2 months |
| Auto-Adjudication Setup | 2 months | 2 weeks | 6 weeks |
| Beacon Programming Time (New Files) | 1–2 months | 1 week | 7 weeks |
| Plan Setup | 30 days | 5 days | 25 days |
| Plan Maintenance (Benefit Update) | 4 hours | 1 hours | 75% of time/update |

| Internal Applications | Current Systems | Beacon SpyGlass |
|---|---|---|
| Imaging Viewing | ✕ | ✓ |
| Correspondence Tracking | ✕ | ✓ |
| Dashboard | ✕ | ✓ |
| Workflow | ✕ | ✓ |

| Functionality | Current Systems | Beacon SpyGlass |
|---|---|---|
| Access to view EOB/EOP/Letters from Claim | ✕ | ✓ |
| Ability to send automated bulk letters from claim system | ✕ | ✓ |
| Ability to send combined member EOBs | ✕ | ✓ |
| Ability to automatically reclaim and track overpayments | ✕ | ✓ |

# Comparison Features

SpyGlass, in it's existing format, has the ability to perform all functions required by our clients that other systems are not able to perform at present or need external applications to perform.

- Disability including future payment processing
- Blue Card real-time processing
- Benefit tiering
- Automated recoupment of overpayments
- Letter correspondence in Word format
- Reports in XML, Excel or PDF format

# Final Summary & Recommendations

Upon completion of the proof of concept pilot project engagement, we indisputably give our full support to Beacon SpyGlass as our next claims system. SpyGlass is everything we want, and more.

Lower training and maintenance time, higher auto adjudication and examiner production, better process automation, and lower conversion time make SpyGlass **more cost effective** than other systems. Through better system security, higher quality, and better reporting capabilities, SpyGlass will allow us to provide **better service to our clients** than other systems. The state of the art technology, flexibility, and scalability of SpyGlass make it the best system to administer our current line of business effectively. Beacon's proactive nature, understanding of our business, quick programming turnaround, and willingness to fully support our growth make Beacon the best partner to **meet our future business needs**.

### About Beacon
Beacon Technologies Group, Inc. is a trusted software firm specializing in health claims management. With a fully cloud-based solution, Beacon offers SpyGlass, to make benefit and plan setup remarkably straightforward and giving you control of claims processing. SpyGlass Software, paired with HIPAA Director, allows you to automate adjudication and critical operations, with the result that you can spend less time on manual workarounds or file transfers, and more time with your customers. For more information, visit www.beaconspyglass.com

beaconspyglass.com

facebook.com/beaconspyglass

info@beaconspyglass.com

linkedin.com/company/beacon-technologies-group