IBM

IBM `Information Management` software

Trivium Health, Inc.
Health Path

Partner Solution

- **Target Industry**
  Health Plans

- **Business Application**
  Healthcare Automation

- **Products**
  IBM FileNet Business Process Manager
  IBM FileNet Content Manager

Business Challenge

Plagued with rising health care costs, industry consolidation and the need to comply with various regulatory requirements, the healthcare industry is struggling to keep administrative costs down and improve overall profitability.

Though some headway has been made in pushing the adoption of electronic health records and a national healthcare information network, the industry still faces a number of challenges. Healthcare administrators continue to spend too much time on menial paper-based tasks. Current systems do not facilitate timely coordination of claims data and often leave prescription drugs, a key care management segment, out of the equation.

Additionally, medical management is fragmented and too often left to subjective interpretation and medical management rules are not maintained enterprise-wide. Referrals and authorizations across business lines are often cumbersome and inconsistent, resulting in incorrect payments/denials and sometimes requiring the reopening of completed claims, adjustments and voluminous call and fax center inquiries.

Finally, the healthcare industry is plagued by monolithic legacy systems which require IT intervention to add/ change/delete rules, thereby creating delays and inaccurate claims processing.

Solution

To help healthcare insurers better address these challenges, Trivium has leveraged the IBM Enterprise Content Management (ECM) suite of products to develop the Trivium Health Path online automation tool. The solution provides necessary tools to end-users of health information to automate and apply clinical and business criteria to its care management strategies.

The solution provides a highly secure and configurable framework that streamlines processing, from simple referrals and notifications through complex in-patient or pharmacy authorizations with guidelines. Trivium Health Path provides intelligent connectivity and interactive processing for:

- Referrals;

- Authorizations;

- Medical Underwriting;

- Enrollment Forms; and,

- Notifications for both medical and pharmacy management

Sophisticated content management capabilities capture and manage medical data from basic information

to complex data with clinical guidelines, questionnaires and/or attachments. Additionally, the solution addresses data validation, automating detailed eligibility checks in accordance with region, line of business, and network- or employer-specific rules.

The solution provides risk assessment capabilities and speeds development of questionnaires and response letters.

The solution is ideal for a wide range of medical service providers – from large hospital systems in metropolitan areas to small single physician offices in remote areas.

Value Proposition

Trivium Health Path enables health plans, third party administrators and other administrators of health information to automate day-to-day transaction processing. Providing the interface among patients, providers or other stakeholders, the Trivium Health Path solution enables timely, cost-effective case management throughout the entire provider community.

The Trivium Health Path state-of-the-art online automation solution results in numerous benefits and operational efficiencies:

- Improved speed and quality of information flow among all stakeholders;

- Increased consistency and accuracy of medical management decision-making;

- Dynamic growth platform without the need for additional infrastructure

- Reduced cost of administration and ability to generate positive ROI; and,

- Easier compliance with regulatory initiatives such as HIPAA.

The Health Path solution can be installed rapidly – often in 90 days or less.

Company Description

With decades of healthcare experience, Trivium Health is an industry leader in customized health services, offering solutions for intake automation, rules processing, disease and case management logic, medical underwriting, enrollment and data integration.

The Health Path solution provides the automation of everyday healthcare transactions between patients, providers and payors. With the resulting improved operational efficiency and communication, healthcare providers can focus on more proactive care management.

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LEARN MORE!

View a 6-minute Webinar
of this solution:
www.ibm.com/software/ecm/partner/trivium

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