CASE STUDY

Development of Medical Child Support Order Administration System

Customer Profile

The company is a ranked one of the top HR, compensation and benefits consulting company. They serve marquee clients such as Home Depot, Walmart, Randstad, etc. The company provides complete outsourced solutions for compliance and administration of Qualified Medical Child Support Orders and National Medical Support Orders. These are orders from State or Federal court or agency requiring employment based group health plans to extend health care coverage to the children of a parent-employee who is divorced, separated, or never married. The company's clients want to minimize the administration process and minimize their direct and day-to-day in these time-consuming, complex and sensitive matters.

Technology

- ✓ Java, Java EE, Java Persistence API
- ✓ Google Web Toolkit,
- ✓ JBoss Application Server
- ✓ Jasper reports
- ✓ MergeDocx
- ✓ MySQL

Customer Challenges / Business Needs

The company has been serving their clients since 1995. The majority of their business is providing outsourced administration of Medical Child Support Orders. However, recent developments in the healthcare industry brought other similar opportunities - such as administering Employee Health Insurance Exchange Forms, etc. The company was on a rapid growth path by acquiring many clients, nationally, in a short time period.

Their current generation software was built on outdated technologies, lacked automation, did not provide any workflow process and provided limited visibility for the supervisorial staff to help manage service agents.

They needed to provide tailored services and processes to meet the unique needs of newly acquired clients. This was not possible with the outdated system. They also needed to increase efficiency to meet tight processing time-lines dictated by their clients and provide aggressive pricing to fuel the growth. They needed to do all these while adhering to very high standards of data accuracy and consistent quality in all their interactions with clients, employees, insurance and state agencies.

Trigent Solution

Trigent created a solution that comprised key automation technologies, high flexibility to support a variety of different workflows and a user centric system that increased efficiency. Trigent started with an automated order initiation process through an effective OCR process. The solution provided complete insight for the supervisors and managers into the orders and allowed them to balance the work load

and specific tasks amongst large number service agent users.

Trigent created a highly flexible and capable work flow process – about 50 workflow process were created. The solution allowed creation of newer workflows to support unique future needs, with minimal or no programming effort. Customizable letter templates to automate communicate with employees, agencies and insurance carriers further reduced manual process and processing time.

Trigent built a dashboard and reporting system to ease the daily operations and efficiently manage the cyclical peak loads. The reports may be generated in a variety of formats (PDF, Excel, and HTML) to suit the needs of the user.

Trigent followed best practices, learned through years of experience, to deploy the next generation software. Trigent deployed the software with meticulous care to data migration, in a very short deployment window and with extensive training to the users.

Client Benefits

Within 3 months of moving to the new application, the client measured that the order processing time was reduced from 10 days to few hours. Complex employee eligibility calculations that needed intervention from multiple people is done by the system, increasing accuracy. The new system enabled service agents to process 400% more orders than before. The system is measured to scale and accommodate over 10 fold increase in users as the business grows.