

# Customer Case Study

## Customer Profile

Our customer addresses the Care Management, Administration as well as the Billing Operations of a typical Home Health Agency.

**Industry:** Healthcare

**Location:** MI

## Engagement Details

Service Type: HIPAA compliant Web Application Development and Maintenance Support

Engagement Mode: Offsite-Offshore

Resources Deployed: Onsite: 5

Duration: Ongoing

## Key Benefits

- ❖ Securely submit claims to all FIs and insurance companies via the Internet
- ❖ Automatic processing of ERA
- ❖ Physician Login – e-signature for physician orders and e-referrals
- ❖ Easy export of HH-CAHPS survey data to approved survey vendors
- ❖ Fully HIPAA-compliant

## Customer Challenges

- ❖ Filling out OASIS Forms and its timely submission
- ❖ Generation and Electronic submission of Medicare Claims
- ❖ Information update by traveling Home Health staff
- ❖ Staff/Patient appointment scheduling
- ❖ Compliance with HIPAA regulations

## High Level Project Goals Achieved

- ❖ Home Health Agency business work flow as per below diagram
- ❖ Automatic Medicare eligibility check on patient intake and each week of the episode
- ❖ Schedule an entire episode Visits for all disciplines with a few mouse clicks
- ❖ Configurable web base Visit Note forms (OASIS-C, SN, PT, OT, ST, MSW, HHA)
- ❖ Complete online point of care solution for all clinical disciplines
- ❖ OASIS Visit Notes validation as per Medicare OASIS Dataset validation rules
- ❖ OASIS-C/CMS 485 integration
- ❖ Episode Rate calculation using PPS-2008 method (<http://www.cms.gov/HomeHealthPPS/>)
- ❖ ASC X12 EDI Transactions (Version : 4010 and 5010) (<http://www.x12.org/>)
  - ◆ 837I: Health Care Claim
  - ◆ 835 : Health Care Claim Payment/Advice
  - ◆ 270 : Eligibility, Coverage or Benefit Inquiry
  - ◆ 271 : Eligibility, Coverage or Benefit Response

## Solution:

CES has provided a HIPAA compliance web based enterprise level solution for Home Healthcare Agencies. This web based software automates and streamlines all activities involved in the home healthcare process and facilitates real time interaction among all stakeholders like Physicians, Caregivers (Nurses, Physical Therapist, Speech Therapist, occupational Therapist etc.), Agency and Patients.

## Technical Environment:

ASP.NET 4.0, JQuery, Silverlight 4.0, Windows workflow foundation, LinQ to Entity Framework, IIS 7, SQL Server 2008 R2

For additional information or to discuss an opportunity with us, please email us to [info@cesltd.com](mailto:info@cesltd.com)

## Office Address:

235 Remington Blvd  
Suite #H  
Bolingbrook, IL 60440  
Tel: (630) 296-8939  
Fax: (630) 296-8940