

Integrated Managed Health Care Consortium Selects Contraxx to Manage Health Plan Documents

Situation

An integrated managed care consortium based in Oakland, California is made up of three distinct but interdependent groups of entities: a health plan and its regional operating subsidiaries. The business operates in eight states and the District of Columbia, and is the largest managed care organization in the United States. The business chose to implement a contract and document management system to manage its library of health plan documents.

Solution

The business has licensed the Contraxx software package from Ecteon. Contraxx uses custom designed configurations to adapt itself to the specific requirements of the company. The goal of this implementation effort is to configure Contraxx to meet their specific requirements and provide the following deliverables:

- Transition contract and document management practices to a centralized, structured, secure system in order to reduce the risk and time associated with performing key tasks manually (such as the production document breakouts).
- Reduce the number of "Touches" necessary to complete needed changes to documents in a timely and quality manner.
- For the initial release phase, automate the production of all Medical, Dental, and Medicare filing and production documents for Oregon and Washington.
- Automate the workflows associated with the filing and production breakout cycles by sending proactive email alerts when tasks require attention, providing a dashboard display of open tasks, and managing exceptions.
- Provide a framework and sufficient training to enable the customer to add additional document types.
- Maintain strong version control history for any document changes, for control, traceability and analysis.
- Provide a secure, read-only portal to allow contract coordinators/regulatory analysts to pick up their applicable filing documents.

- Provide a secure, read-only portal to allow the production staff to pick up their applicable production documents.
- Ensure only the most current, correct version is available.
- Provide a reporting framework to assist management in analyzing trends and performance, turnaround time, and other key workflow metrics.

Conclusion

For this initial phase, Contraxx was configured to assist the language administration team. It supported the Technical Editor team by streamlining the process of maintaining the template library and generating the applicable filing and production documents. In a future phase, the functionality of the issue management Access database and Excel document may be incorporated so the systems can be decommissioned.