



CASE STUDY

Healthcare Provider Uses Intellicus to Centralize Reporting

intellicus

Overview

The client is a world leader in pharma and home infusion services. They specialize in prescriptions, home infusion services, and health information services. The client also operates more than 5000 pharmacies across the USA.

To manage its expanding business, the client was using a home-grown software to track patient records, plan the routes for its on-field representatives, manage procurement of drugs and track financial approvals from different insurance companies.

The client was using a software that published forms on browser for different locations. They needed a solution that could integrate and centralize printing of all forms.

Business Requirements

The client needed a solution that could:

- Reduce paperwork as the data was increasing rapidly every-day
- Replace OCR readable forms with BI reports with complete security and data masking
- Centralize processing of forms as per HIPPA guidelines
- Work on top of their software to collect, analyze, and distribute information to all their stakeholders
- Automate and schedule form printing (Patient profile, prescriptions, invoices, insurance claims etc.)
- Counter all the paperwork involved in tracking financial approvals from insurers
- Centralize invoice management for procurement and distribution of drugs to different stores

The client also wanted to customize the labels and invoices of all their drugs using the information provided by the BI tool. The customization of labels was a complex process as it required the system to be updated automatically whenever formulation of a drug or its quantity changed at any of the stores.

Intellicus Solution

Intellicus was the only solution that could match the architecture that the client's software demanded. Our team devised a system that could connect all locations and collect different types of data and push it for printing at a centralized hub.

This fully embedded, seamless and secure system enabled a single click solution for printing complex forms. Data masking ensured that only relevant information was visible at different levels and functions.

Intellicus professional services team created all the complex form formats like HCFA, customized labels for drug bottles etc for the client with Intellicus Pixel Perfect reporting. Intellicus ensured automated updation of drug composition on labels as and when updated at any of the stores.

As the client grew from 300 to 5000 stores, Intellicus scaled up to print all types of documents (labels, invoices, forms etc.) as per HIPPA and other healthcare compliances. Intellicus managed printing and distribution of more than 45000 forms per day to multiple insurers.

Business Benefits

- Paperless, HIPPA compliant workflow.
- Error free, accurate creation of all OCR enabled forms.
- Efficient request and approval process for insurance.
- Highest level of security for confidential data.
- Automated updation of details at one place with customized data collected from multiple stores.