



CASE STUDY

Healthcare Company Automates Reporting Over Big Data Cubes

Overview

The client is America's leading retail pharmacy with more than 9000 locations nationwide.

The client is using a Big Data solution to build cubes over their insurance claims data collected from different sources. They needed a BI platform that could seamlessly integrate with their Big Data solution to fetch and perform analytics over huge volumes of data.

In addition, they wanted that the BI platform should transform their data and reports to be compliant with various government healthcare norms and regulations.

They also wanted to automate the delivery of rejected claims report to audit teams for compliance validations. Post validation, the reports had to be delivered to government bodies and insurance companies.

Business Challenges and Requirements

The client's current BI platform was not able to load the huge volume of data coming from their cubes. With the amount of data generated, the client was facing challenges in creating reports manually. They were investing a lot of time that is around 3-4 days in generating and then delivering accurate reports. Post

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They needed a platform that could seamlessly integrate with their Big Data solution to analyze reasons of rejected claims, automate reporting on the frequently changing data in the cubes and distribute them. They needed a platform that could -

- Ensure real-time data update in reports from the cubes for various regions based on time zones
- Perform filtering, slicing and dicing on the cube data to bring out only relevant claim rejections data
from the insurance claim data (from 200 million insurance claim records to around 8 million rejected claims records)
- Enable business users to do self-service analytics based on compliance restructuring
- Instantaneously run reports when ad-hoc requests were submitted
- Make their data and reports compliant for submission to government bodies to cut down the time taken in manual validation from 2-3 days to few hours
- Integrate with their enterprise security system to ensure data privacy
- Implement user and role-based data visibility, security and governance rules and policies
- Timely notify their audit teams and other business users on report execution status
- Enable submission of data and reports in a desired format
- Schedule and deliver reports to a central location for their audit teams to perform quality checks and validations and ensure further delivery to government bodies and insurance companies in a timely manner

Intellicus Solution

Intellicus has seamlessly integrated on top of their Big Data solution and automated the reporting and distribution process. Intellicus is able to load and process the huge volume of data from big data cubes in real-time for reporting and analysis. The client also had specific reporting guidelines (like following nomenclatures etc.) that needed advanced validations at different levels. Intellicus data transformation layer has mechanisms to meet these requirements. The reporting time has been cut down from 3-4 days to less than 10 mins.

With Intellicus, their users can run reports on an ad-hoc basis and/or automate report delivery. They can easily drill down to analyze reasons for rejection or declination of insurance claims. With self-serve reporting, business users can make changes to the reports with simple drag and drop actions. This has enabled shorter time to insights due to reduced dependency and faster processing.

In addition, Intellicus' certified security compliments their enterprise security system and policies to ensure patient data privacy. Various report types are made accessible to users based on their roles. The reports are made compliant for submission to government bodies and insurance companies. Intellicus generates timely notifications for their audit teams, IT teams and other business users of a successful or failed report execution. It then pushes these reports securely to various specified channels in desired format for validations and further processing.

Business Benefits

- Simplified reporting on complex guidelines over huge amount of data
- Ability to utilize existing data source without any changes resulting in lower cost of ownership
- Automated generation and distribution of compliance reports resulting in operational efficiency
- Secure analytics on the patient data that matches enterprise security policies