

Case Study

Healthcare Organization Applies New Integration Design and API Management — for Dramatically Improved Performance and Efficient Enrollment of 13 Million Members

Systems integration is vital to make business processes efficient – but the right tools and the wrong design can severely affect performance and security.

Business challenge:

A health plan administrator serving multiple payers and plans, needed to onboard a new plan with 13 million members and be ready for enrollment in 2 months. Their current internal process would have required a multiple of that time -- so significant changes were needed to comply with the contract and successfully integrate the new plan.

Our client had invested heavily in IBM middleware tools but implemented a flawed integration design. They were facing serious performance challenges and an inability to onboard new clients due to the complexity of their system design. They were looking to add or replace the technologies in use. And a new client required new security protocols for member data being accessed across multiple environments by multiple provider and member partners.

The Solution:

After an assessment of the architecture, environment and business needs, Leveraging Technology applied our well-proven [Integration Architecture Framework](#) and developed an integration roadmap to improve the current design and fill the security gaps.

We performed a thorough architecture and business need assessment with the client and stakeholders. By applying our Framework, we could efficiently develop a roadmap for specific design improvements that leveraged the existing middleware investments. This led to a redesign of their application to remove unnecessary complexity. The process also identified a gap that a DataPower gateway would address by efficiently securing the edge zone and connections with trading partners. The need for multiple users to access or expose different categories of data across numerous API environments was met with IBM API Connect.

The Benefits:

With a sound architecture based on a proven framework and addition of a secure gateway and a tool to manage APIs, the client was able to onboard a new customer and 13 million members in weeks instead of months, and meet the mandated enrollment dates.

- Performance improvements in # transactions handled, processing speed, fewer outages
- Visibility of APIs or services
- Developer friendly tools
- Easily standardize security across services due to simplification of DataPower Gateway functionality
- Connected multiple API environments, public and private, to providers, insurers, agents, members
- Able to package sets of APIs for customer consumption.

The Benefits (continued):

With the API management solution and secure gateway:

- *Providers received transaction visibility, eligibility, member billing, and market analytics while Provider APIs exposed coverage, payments, episodes of care, lab integration.*
- *Agents and Individuals could list insurance plans, obtain details, ancillary product offerings, request quote.*
- *Customers could find a care provider, locations and details, member id card, view/search claims, authorizations and referrals, coverage, manage account/profile, contact us, shop for plans, wellness, estimated costs for treatment, find a prescription drug/alternatives, drug interaction.*

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About Leveraging Technology

We are accomplished middleware specialists and an IBM Premier Partner founded in 1998, with a focus on Enterprise Architecture and Integration. We help customers simplify, innovate and enable their organizations by removing complexity through creative design linking their systems of record, engagement and insight. We help customers maximize the business value of their investments.