



Case Study

Ciox Digital Release of Information Case Study

Provider Payer Collaboration Changes the Game for Managed Care Audit Processing

The Provider

Our client is an integrated health services organization in the Northeast that includes nine hospitals as well as primary and specialty practices, rehabilitation centers, ambulatory campuses, and immediate care facilities employing over 850 providers. This long-term Ciox client has always been an early adopter of technology and puts significant trust in the Ciox operations team.

The Payer

The health plan is part of a \$6 billion family of companies that finances and delivers healthcare services across upstate New York and long-term care insurance nationwide. Collectively, the enterprise provides health insurance to nearly 1.5 million members and employs about 4,000 New Yorkers.

Situation

There was a customized process in place to fulfill managed care audits; however, as is the case with many “workarounds,” the solution did not take full advantage of technology and best practices. With the launch of digital ROI powered by Datavant Switchboard and specifically, the implementation of the Epic API and bi-directional exchange capabilities, the opportunity to improve the process for both the provider and payer presented itself.



About the Client

A prominent health system, overlapped with a dominant health plan, demands a high degree of collaboration to succeed in value-based care.

Ciox was able to implement a digital solution that satisfied the needs of both the provider and payer and best of all, it allows patients/members to maximize the care they receive because their chosen healthcare ecosystem is positioned to effectively deliver on the promise of value-based care.

How Ciox Helped

Once the project got the green light from both the provider and payer, Ciox's implementation team went to work to drive most managed care audits through the Epic API, which allows for an automated "call" into the health system's Epic system. Records matching the elements in the API request are then automatically pulled back through the API into Ciox HealthSource, the release of information workflow engine. Digital delivery rounds out the solution and allows for an end-to-end, automated process for delivering records that the health plan needs to complete managed care audits.



By also implementing the Ciox – Epic exchange capabilities, the health system can rely on Epic to remain the "source of truth" for these requests. At each step of the process, HealthSource updates Epic on the status of the request so the health system has full visibility into each request.



The Benefits of Digital ROI powered by Datavant Switchboard

Greater capacity • Faster processing • Increased accuracy
Less waste • Lower costs • Optimized workflow