

## Claim Submission Tool – Long-Term Care Patients

### Need

Chronically ill patients deserve the best care and claim service possible. The client engaged RiverPoint to help them build a framework for an internet based application that would allow long-term health care patients the ability to submit medical claims directly and facilitate confidential communication between patients and long-term care providers.

### Solution

Initially, RiverPoint worked with the client and developed a list of all business requirements, gathering the information in interviews with key health care representatives, client patients and analyzing all business processes and practices. A great deal of coordination was needed during the requirements phase as many key processes and data administration responsibilities were spread out among three regional offices.

The finalized requirements were converted into Scope, Risk Assessment and Functional Specifications for the client to review and approve. After approval, RiverPoint developed a navigational prototype which enabled the business community to 'touch and feel' the proposed application. Following revisions and final approval of the Functional Specifications and the prototype, RiverPoint transferred all project knowledge to client HTML and JAVASCRIPT developers. This enabled development to move forward to successful and timely completion. The application now makes life a little easier for thousands of chronically ill people across the country.