

Claims Processing System Upgrade

Need

With customers placing increased pressure on healthcare organizations to provide expedient processing of claims, communication between adjusters becomes a vital part of a company's success. The client looked to RiverPoint to upgrade their legacy mainframe claim handling application to allow claim adjusters to send and receive messages, speeding claim service turnaround and increasing work quality.

Solution

Leading the project from the initial design phase through implementation, RiverPoint enhanced the system to allow adjusters to send and receive claim information through a messaging facility into a JAVA based workstation application. The enhancement provided several benefits including improved intra-departmental communication.

The final implementation was rolled out to over 42 branch offices and supported 2200 adjusters. Additionally, over 200 mobile laptops used by field adjusters were given Citrix MetaFrame servers for dialup capability. IBM MQ Series middleware was implemented for messaging between the mainframe and adjustor workstations while CICS applications were created to send and receive data from new Java applications on each workstation.