



Highlights

Comprehensive Decision Management

Enrollment business rules management, enrollment form wizard configuration and credentialing requirements by provider and enrollment type

Configurable Provider Enrollment Forms

A series of preconfigured, self-contained widgets (SCW) that can be customized for different enrollment and provider types

Enterprise-wide Tracking

Smart user interface to configure routing of applications with support for escalation, notification and reminders

Online Reporting and Dashboards

Real-time status updates on operational dashboard and support for trending

Provider Search

Dynamic search on application and provider data, status of credentialing and provider enrollment applications

Self-service Portal

Easy-to-use enrollment wizards and self maintenance of data in a secure environment

Smart Event Viewer

Quick access to an actionable task list (from the enrollment workflow), time-based alerts and data-driven threshold reminders

eCAMS-PES

(Provider Enrollment Service)

Enrolling providers into a payer's network is an important function in the healthcare delivery model. It establishes the required data sets necessary for payers to serve members and pay claims. Typically, this process is the first encounter between a provider and payer and can set the tone for future interactions. Highly manual and laborious, the provider enrollment process is fragmented across different business units. For example, separate enrollment actions are required to provide services, engage in electronic data interchange and receive electronic payment. Furthermore, the process is paper based and error-prone, resulting in inefficient process flows, suspect data quality and unproductive follow-up activities.

Based on the principles of transparency and collaboration, eCAMS-PES automates the provider enrollment process and facilitates data management. Among the service's key benefits are increased cost savings and efficiencies, improved data accuracy and the reduction of fraudulent claims payments. The eCAMS-PES also allows state provider management units to launch new initiatives, including new credentialing requirements and provider types.

A comprehensive data store allows entry and maintenance of complex provider affiliations; management of different provider types; and smart handling of provider enrollment and operational data through role-based security. These features can be accessed across the payer's different business units and externally by providers in a self-service mode. eCAMS-PES seamlessly integrates with external systems (e.g., claims payment and data warehouse).



To learn more about our capabilities in healthcare, please contact Healthcare@cnsi-inc.com



The screenshot displays the 'Business Process Wizard - Provider Data Modification (Individual)' interface. At the top, it shows the user is logged in as 'Super Administrator' and provides navigation links like 'My Inbox', 'Admin', 'Provider', 'Claims', etc. The main content area is a table with the following columns: Step, Required, Last Modification Date, Last Review Date, Status, Modification Status, and Step Remark. All 18 steps listed are in a 'Complete' status.

Step	Required	Last Modification Date	Last Review Date	Status	Modification Status	Step Remark
Step 1: Basic Information	Required	07/24/2008	07/23/2008	Complete		
Step 2: Locations	Required	08/04/2008	08/04/2008	Complete		
Step 3: Specializations	Required	07/23/2008	07/23/2008	Complete		
Step 4: Ownership Details	Required	07/24/2008	07/24/2008	Complete		
Step 5: Licenses and Certifications	Optional	07/24/2008	07/28/2008	Complete		
Step 6: Training and Education	Optional	07/23/2008	07/23/2008	Complete		
Step 7: Identifiers	Optional	07/30/2008	07/30/2008	Complete		
Step 8: Contract Details	Optional	07/23/2008	07/23/2008	Complete		
Step 9: Federal Tax Details	Required	07/23/2008	07/23/2008	Complete		
Step 10: Invoice Details	Optional	07/23/2008	07/23/2008	Complete		
Step 11: EDI Submission Method	Optional	07/23/2008	07/23/2008	Complete		
Step 12: EDI Billing Software Details	Optional	07/23/2008	07/23/2008	Complete		
Step 13: EDI Submitter Details	Optional	08/05/2008	08/05/2008	Complete		
Step 14: EDI Contact Information	Optional	07/23/2008	07/23/2008	Complete		
Step 15: Billing Provider Details	Optional	07/23/2008	07/23/2008	Complete		
Step 16: Payment Details	Required	07/23/2008	07/23/2008	Complete		
Step 17: View Union Information	Required	07/23/2008	07/23/2008	Complete		
Step 18: Submit Modification for Review	Required	07/23/2008	07/23/2008	Complete		

Screenshot of eCAMS-PES Business Process Wizard

Key Benefits

Advanced Reporting and Analysis

eCAMS-PES interfaces with Cognos® Business Intelligence tools to provide enhanced query, reporting and analysis capabilities. Users can generate transactional data and then export it into Microsoft Excel™. They can initiate reports on demand and save report criteria as user-defined filters for subsequent runs.

End-to-end Business Process Automation

A business process wizard framework allows users to easily work through a complex, multi-step process (as shown in the diagram above) and to generate a completed enrollment form, which can be printed, stored for reference purposes or mailed. Transitioning to a Web-based system eliminates paper-based processes and greatly reduces storage costs.

Enhanced Flexibility

A flexible, user-driven decision management framework accommodates specific business rules for different provider and enrollment types. The eCAMS-PES offers a series of decision matrices that can be configured to support enforcement of state-specific business rules. Leveraging a rules-based processing engine, eCAMS-PES enables state agencies to implement new rules and modify existing rules in near real time.

Improved Collaboration

A Web-based interface enables active and potential providers to engage in an interactive and secure environment. Providers can view, request an update, or track status of their applications and data forms in a self-service mode. This capability reduces help desk calls and allows providers and state agencies to communicate and interact more effectively.

Increased Data Integrity and Fraud Prevention

eCAMS-PES stores comprehensive provider data, including provider affiliations and different locations, and validates data against external sources such as license boards and registries to minimize fraud and abuse.