

Background:

Virginia Premier Health Plan is a Health Maintenance Organization (HMO) that began operations as a full-service Medicaid HMO in 1995. Operating in over eighty counties in Central, Eastern, Western and Southwestern Virginia, Virginia Premier Health Plan provides services for more than 110,000 members.

Business Challenge:

HMO was required by the state to implement HIPAA compliant eligibility transactions and offer this service to the provider community. Additionally, they were required to offer electronic panel listings (rosters) to its primary care provider network. Lastly, the State of Virginia required the HMO to build a web presence, but many of the traditional marketing features of a web presence needed had to be scaled down because of state restrictions on marketing. Additional features of the web site included a secure employer portal to post human resource items as well as a provider and hospital search engine for identifying the participating network to the members.

Objectives:

To design, develop and host a State and HIPAA compliant corporate website, employer portal and a healthcare transaction portal.

Solution:

IGI's Orbit Provider Portal, Employer Portal and Provider Search Engine

Based on the business workflow and system capabilities within the HMO organization, IGI architected a custom version of the Orbit portal to meet all of the HMO's requirements.

Some of the desired features required were:

- An ability to connect and query transactions off the payer legacy enrollment and adjudication system
- An ability for providers and users of the portal to self enroll, eliminating the need for the HMO to staff resources to enroll and setup offices
- Panel listings for PCP that allows providers to login "on demand" and pull current panels which eliminates costly print mail and "out-of-date" panels
- Eligibility and Benefits Inquiry with a real-time response
- Provider and Hospital Search Engine
- NPI registry database for providers
- Secure employer portal offering corporate benefits, human resource documents and internal job listings
- Ability to upload daily member files, panel details and provider directories for an auto update of the transaction system.

The deliverable was a Java based application with load balancing and an Oracle backend. Services included eligibility and rosters/panel listings. Additionally, we host and manage the on-line member data, panel data and provider files that are refreshed by the HMO on a regular basis. IGI constructed a similar service offering for their sister plan - Virginia Coordinated Care.

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