



MERIDIAN HEALTH CARE MANAGEMENT

A nationwide provider of outsourced managed care technology and administrative services.

Industry: Healthcare
Geography: United States

Deployment Summary

- Meridian deployed TIBCO's B2B integration software to automate EDI transactions with customers and speed claim processing.
- TIBCO's business integration software enables integration of dissimilar claim processing systems.

Benefits

- Automated transactions are more accurate and less labor-intensive than paper-based processes, enabling fewer employees to handle a much larger business volume.
- The new automated system allows Meridian to receive claims in minutes as opposed to up to 30 days.
- The number of employees needed to manually correct errors has decreased by 70 percent.
- Faster transactions have allowed Meridian to offer high-quality, timely services to customers at a lower cost.



"We've seen a substantial reduction in errors since we began using the TIBCO-based system. The number of employees needed to manually correct errors has gone from ten people to three people. That, coupled with our migration from paper to EDI transactions, has enabled fewer workers to handle a much larger transaction volume. I don't think we could have accommodated all of the EDI transactions without the automation enabled by TIBCO."

Michael Alper, CEO, Meridian Health Care Management

Business Automation Promotes Healthy Growth at Meridian

Meridian Health Care Management is an outsourcing company that provides technology and administrative services to healthcare payers and providers throughout the United States. To support its customers' business needs, Meridian supplies scalable, effective tools and processes that are enabled by the strategic use of IT – a key differentiator in the healthcare industry, which is generally not perceived as an early adopter of tools and technology.

Until recently, pro-technology Meridian, like most healthcare entities, relied heavily on manual, paperbased processes for critical business functions – such as receiving and processing health benefit claims. These labor-intensive processes not only drove up operating costs but also created opportunities for human error. Even the use of electronic methods to transfer claims information – such as CDs or an FTP site – necessitated slow, manual processes to access the information. To reduce costs and improve services to its customers, Meridian began searching for business integration software that would automate the receipt of claims information from

healthcare providers, load them into the Meridian claims administration system, PRIMERidian®, and make timely and accurate payments.

"With more than 100 different customers to satisfy – each with its own unique requirements – and Health Insurance Portability and Accountability Act (HIPAA) regulations to follow, Meridian was struggling under the weight of business-to-business (B2B) transactions," says Steve Tiffany, director of information technology at Meridian. "We needed a centralized, standardized interface to reliably and cost-effectively handle interactions between ourselves and our customers."

Meridian Seeks Robust Integration Software for Complex Transactions

One of the main drivers for a B2B integration platform at Meridian was the need to send and receive electronic data interchange (EDI) payloads – the HIPAA-mandated healthcare industry standard for claims submission. Healthcare transactions are both large and complex, so Meridian required a scalable product with a robust architecture to handle the volume. In addition, Meridian

sought a software integration partner that could offer a perspective from outside the healthcare industry.

"In terms of technology, we believe there are a lot of lessons to be learned outside the healthcare industry," says Michael Alper, CEO of Meridian, "but we wanted our new partner to have a strong interest in the healthcare industry – and a willingness to support our more adventurous efforts. Also high on our list were longevity in the industry, positive financial performance, and a great track record with customers. We were impressed with TIBCO for all of these reasons."

Meridian evaluated vendors during a one-year period and then asked the top five contenders to submit a proposed solution for the company's unique issues. Based on the results of these efforts, Meridian chose TIBCO's B2B integration software to enable EDI transactions with customers and TIBCO's business integration software for enterprise application integration.

TIBCO Professional Services helped Tiffany and his staff define a clear plan and install the new software. "We were very satisfied with TIBCO Professional Services," Tiffany says. "They were critical to the success of the project. From top to bottom, the entire staff at TIBCO was exceptional."

Automation Increases Speed and Accuracy to Accommodate Greater Business Volume

Since deploying TIBCO's software, the majority of information transfers between Meridian and its customers are electronic instead of paper-based – and highly automated. When customers send files, the TIBCO-based system initiates

all of the necessary processes for the transaction, standardizes and validates the data, and provides error-processing for the few transactions that do not make it through the automated process.

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Because Meridian has reduced the operational costs once associated with the electronic transfer of information, the company is now able to conduct HIPAA transactions for its customers quickly – and at a very reasonable cost.

"Transactions that once took 30 days to get into our system now take a matter of minutes using TIBCO's software," Tiffany says. "Because HIPAA transactions are complex, they are often quite expensive, but TIBCO enables us to provide this service to our customers cost-effectively – and with a significant increase in accuracy and quality when compared to our previous paper-based processes."

"Meridian Offers Timely, Reliable Services to Customers with TIBCO"

Improved reliability and timeliness of services – along with reduced costs – has resulted in increased revenue for Meridian. At the same time, the company can offer outstanding quality and value to its customers.

"Eliminating opportunities for failure is of paramount importance, and the best way we can do that is by increasing operational efficiency and accuracy through the use of reliable technology," Alper says. "TIBCO provides a way for us to achieve that goal while we offer a comprehensive suite of services to our customers."

Those services may soon include a new portal to provide a one-stop source for information to customers. The Meridian IT staff has also been busy with TIBCO-based application integration projects, including the integration of two internal claims processing systems. The company is now evaluating the integration of a real-time data warehouse with these integrated systems.

"We have been extremely successful in solving existing business challenges since we deployed TIBCO. We feel that tackling future challenges will be much simpler," Tiffany says. "These days, we work faster, get more done, and serve customers more effectively. We are very satisfied with that – and with the great relationship we have with our new business partner, TIBCO."

"Our ability to improve quality and reliability and reduce our cost gives us an opportunity to go back to our customers over time and renegotiate even more favorable deals for them," adds Alper. "It gives us an opportunity to grow our business while preserving our margins."



TIBCO Software Inc. (NASDAQ: TIBX) is a provider of infrastructure software for companies to use on-premise or as part of cloud computing environments. Whether it's optimizing claims, processing trades, cross-selling products based on real-time customer behavior, or averting a crisis before it happens, TIBCO provides companies the two-second advantage™ – the ability to capture the right information at the right time and act on it preemptively for a competitive advantage. More than 4,000 customers worldwide rely on TIBCO to manage information, decisions, processes and applications in real time. Learn more at www.tibco.com

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