TIBCO®
The Power of Now®

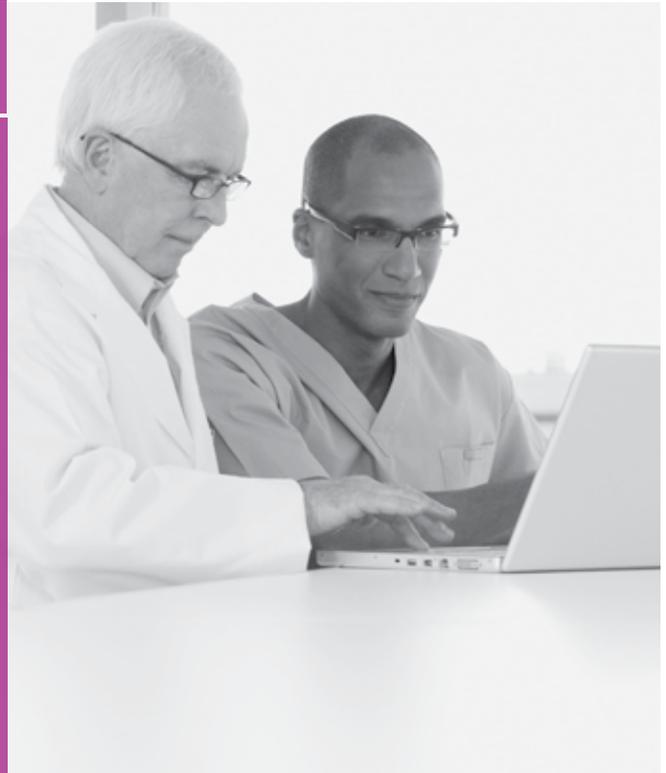# Transaction Modernization Solutions
for Healthcare

Transaction Modernization Solutions

- Prevent, identify, and correct errors before or when they occur
- Reduce time and resources for researching problems
- Make more timely and informed business decisions
- Speed and facilitate transaction processing

Healthcare organizations are being challenged to provide better quality services and comply with demanding regulatory requirements – all while keeping costs in check. TIBCO understands the associated IT challenges and knows how to navigate the fast-changing healthcare environment and prepare for initiatives like HIPAA 5010 and ICD-10.

There are many steps along the Healthcare Transaction Lifecycle that require information to be transmitted between organizations – Enrollment, Eligibility, Claim, Claim Inquiry, and Payment. If there is a problem with any of these interactions, treatment and payments can be delayed. Errors are time-consuming and expensive to correct. TIBCO enables organizations to prevent errors, more easily identify and correct errors when they occur, and gain insight from the data flowing through their EDI gateway. We have helped some of the most progressive healthcare organizations – large and small – to improve the accuracy and efficiency of the Payer / Provider / Clearinghouse relationship through:

- Transaction Automation

- Transaction Validation

- Transaction Visibility

- Trading Partner Community Management

With the integration of Foresight Corporation TIBCO adds 20 years of leadership in EDI management and innovative healthcare solutions to extend the breadth, depth, and credibility of our healthcare capabilities. It's why healthcare organizations – including a majority of BlueCross BlueShield organizations and plans covering over 100 million members – are using TIBCO solutions today.

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Get Claims and Other Transactions Where They Need To Go, Automatically

TIBCO's transaction management tools let you create workflows, then split and route transactions based on partner specific business rules. From there, automated reporting and proactive alerts keep the right people informed of overall operational performance and individual partner success rates, while system-generated acknowledgements alert partners of file transmission status.

Workflow Management

Better management of your entire operational environment with facilitated identification and resolution of bottlenecks and failure points.

With an intuitive drag-and-drop user interface, TIBCO's workflow management and automation tools let you create, manage, and update custom workflows based on partner profiles, transaction type, envelope information, and other factors.

Intelligent Splitting and Routing

Higher first-pass rates, faster claims payments, and reduced research and rework time.

TIBCO Foresight™ Instream® validation engine keeps bad transactions from entering (or leaving) your systems, and gets the right information to the right destination system based on partner-specific business rules.

Reporting and Alerts

Better operational efficiency, reduced call volume, and improved provider relations.

With TIBCO Foresight™ Transaction Insight® you get proactive alert functionality. You can set up automated reporting dashboards and create custom distribution lists, so you'll let the right people know about performance issues or processing problems without lifting a finger.

Generate Acknowledgements and Transaction Reports

Automated acknowledgements ensure partners are apprised of file transmission status and transaction acceptance.

TIBCO Foresight Instream's Response Generator automatically creates, validates, and distributes TA1, U277, 277CA, 824, 997, and 999 acknowledgements. Acknowledgements can even be driven by partner-specific requirements, ensuring your responses meet trading partner agreements and include all necessary information for partners to act on errors.

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Take Control of Your Transaction Processing Environment
TIBCO is a leader in EDI technologies and created the first HIPAA-based EDI transaction validation engine; our transaction validation solutions continue to lead the industry in speed, flexibility, and depth of validation.

Fastest Validation Engine
TIBCO offers the deepest transaction validation engine available without creating a processing bottleneck.
TIBCO Foresight Instream transaction validation engine is the fastest, most thorough validation engine available. With validation speeds benchmarked at over 100 claims-per-second on a single processor, it's even faster when run in parallel. Instream's scalability has made it the validation solution chosen by some of the largest names in healthcare – with some processing over three million transactions per day.

Content-Based Splitting and Routing
Increase first-pass rates, reduce full file rejections, and lower operational costs through less research and re-work.
Most healthcare organizations are comprised of multiple lines of business and use several legacy back-end systems. Scrubbing data and getting it to the right place is essential to keep your operation flowing efficiently. TIBCO's transaction validation process is flexible enough to perform:

• Splitting Good-from-Bad – Keep errors from entering and leaving your system, while re-wrapping automatically and allowing good transactions to be processed without delay.

• Splitting Good-from-Good – Send valid transactions to the right destination based on source, line of business, transaction type, and other user-defined variables.

Automated Data Correction and Substitution
Increase first-pass rates, decrease research time, and reduce human intervention required for transaction correction.
Reduce the time required for transaction correction with the ability to make global data changes within a file. And when certain errors are most common, you can have the system replace certain data elements with user-defined, table-driven content during the validation process.

Partner-Specific Business Rules

Bring each partner up to compliance on their own schedule while providing direct feedback on their most common error types, so they can fix the biggest problems first.

Every partner is different. You may allow some to submit only certain transactions and some may require leniency of rules enforcement while you bring them up to speed. With the TIBCO Foresight™ EDISIM® Guideline Management Suite, you can create partner-specific business rules and turn on and off certain transactions or specific edits for partners. You can also adjust the error severity level for each of your trading partners, relaxing edits for new partners and increasing the error severity over time.

Be Prepared for HIPAA 5010 and ICD-10

Prepare your organization and your partners for major transactional changes facing the industry.

TIBCO offers advanced guideline comparison, business rule migration, publication, translation, and testing tools to speed and simplify your preparation and migration.

We fully support the dual production transition period with the ability to accept in production 4010A1 and/or 5010 transaction sets on a partner-by-partner and transaction-by-transaction basis. Detailed reporting displays on one screen the progression from 4010A1 to 5010 as volumes shift through migration progress.

Use intelligent translation of ICD-9 to/from ICD-10 that goes far beyond CMS' GEMs tables so that you can prepare your internal systems, communicate with business partners, and ensure uninterrupted reporting and payment for services, based on real-world activity.

Stay Current with Guidelines and Code Set Tables

You can easily update guidelines and code sets between major software releases to ensure you have all the most up-to-date values.

TIBCO maintains an expansive library of all the ASC X12 industry standard transactions and many payer-specific companion guides for each transaction. These are ready for you to apply your own business rules and publish your own companion guides.

We have all named HIPAA transactions in the new ASC X12 5010 standard format so you'll be ready for your 5010 migration activities.

We monitor over 55 Code Set Tables, including both ICD-9 and ICD-10, for changes on a daily basis.

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Internal Transaction Visibility

TIBCO gives you unsurpassed insight into your operation through complete transaction visibility, allowing you and your partners to quickly identify and resolve issues with high-level processing, or individual transactions. Save research time, make more informed business decisions, and allow your internal teams and trading partners to address errors immediately with these information sources and correction capabilities:

Advanced Reporting

- **Enterprise reporting** – Gives you snapshot and trend report of business performance across geography, partner type, line of business, transaction, and more.

- **Managerial reporting** – Lets you track transaction teams', internal partners', and external partners' performance over time and provides actionable information for partners to correct their errors.

- **Operational reporting** – Provides specific transmission status and transactional-level detail in human-readable format, so you don't need to be an EDI expert to find, communicate, and solve problems.

- **Proactive alerts** – Support comprehensive, real-time, automatic alerts to your internal teams and your external partners to notify the right people about problems at the right time, so they can take immediate action.

Transaction Portal

TIBCO Foresight Transaction Insight Portal enables your staff to view detailed reporting with drill-downs to specific transactions through an on-screen, form-based view of claims, payments, and other transactions. Configurable role-based permissions allow you to control who can view and correct transactions for any partners.

Transaction Matching

Access related transactions (claim/payment, eligibility request/eligibility response, status request/status response, etc.) through timely rules-based matching.

On-Screen Error Correction

Transaction Insight's specialty applications allow on-screen, form-based display and correction of invalid transactions.

BAM Extracts

With the TIBCO Foresight™ BI Bridge® you can feed specialized extractions from your transaction database to any BI reporting tool in near real time, dramatically reducing the data latency typical of standard reporting systems.

View Claim Attachments

Save time (and mounds of paper) researching claims by linking directly from a claim to the associated electronic claims attachments, such as images of MRIs, X-Rays, and other information vital to making the right claim approval decisions.

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Partner Transaction Visibility

Reduce call volume and associated costs, increase transaction first pass rates, encourage partner self-testing and correction, and create a happier partner community overall. When you make information available to your partners and allow them to find and fix their own problems, you put the power in their hands to improve performance.

Actionable Reporting

Provide performance reporting that identifies top error reasons with links to your companion guides to inform partners of the exact reasons for transaction failures.

Proactive Alerts

Let your partners know when errors occur and link directly to on-screen, form-based views of the related transactions for review and correction.

Partner Portal

Your partners can view performance reports and specific transactions in a familiar, form-based view through the Transaction Insight portal, or a link to your own existing portal.

Error Correction

Allow your direct partners and individual providers to see transaction errors, correct their mistakes, and then resubmit them for immediate validation.

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Build and Maintain your Partner Community with Ease

When you maintain a large community of trading partners, you often have to coordinate unique validation requirements, varied transaction versions, and complex routing requirements based on the partner. You also need to be sure that partners have successfully tested according to your standards. TIBCO's trading partner community management solutions make it easy to build and maintain your partner community.

TIBCO solutions enable payers, providers, and clearinghouses to modernize their systems to comply with rapidly changing transaction standard requirements. Our solutions ensure accuracy and timeliness of information and compliance with HIPAA and partner-specific business rules – all while enabling unmatched visibility into transactional detail.

Community Building

Prepare partners to meet your custom business requirements, ensuring a smooth transition into production with less dedicated resources.

- **Trading partner self-testing:** Take the hassle out of trading partner testing with a web-based portal that allows partners to test against your specific business rules and complex scenarios. After your community is in production, continue to use TIBCO tools to ensure compliance through major system releases or standards updates.

- **Facilitated partner on-boarding and direct connection:** Automate the connectivity, registration, testing, and authentication of your partner community. Our software also automates the tedious tasks of managing trading partner agreements and other paperwork.

- **Facilitate trading partner registration:** Easily add and update partner profiles to a central partner database through web-based wizards that capture partner demographics, transaction sets, version IDs, and other user information.

Community Management

Improving partner performance means increased first-pass rates, fewer calls, reduced costs, shorter payment cycles, and a happier partner community.

- **Ongoing partner testing:** Keep your partners up to date with evolving business rules, system upgrades, and standard migrations by maintaining an active testing community.

- **Detailed performance reporting:** Get reporting that shows the comparative performance of your partners, sliced by geography, transaction type, most common error types, and more. Pinpoint the top error types for each partner. When you share information directly with your partners, they can prioritize and address their problem transactions and improve their performance over time.

- **Partner-specific business rules:** Get ultimate control over the entire validation process with the flexibility of partner-specific workflows, error severity levels, and business rules – all easily managed and updated through a trading partner database.

- **Manage the transition to HIPAA 5010 and ICD-10:** Save time and resources in preparing for the 5010 and ICD-10 transitions with a flexible, comprehensive testing environment. Automatically create large volumes of targeted test data with step-up/step-down of 4010A1 to/from 5010 and intelligent translation of ICD-9 to/from ICD-10 that goes far beyond CMS' GEMs tables. Share test data across your organization and enable full-loop trading partner testing that includes downstream applications and detailed, partner-specific activity reporting.

Transaction Validation and Translation

TIBCO Foresight Instream: Ensure the accuracy of inbound and outbound transactions with the industry's fastest and most thorough transaction validation engine. Instream's workflow management tools allow you to identify and avoid processing bottlenecks.

TIBCO Foresight™ Translator: Specialized, high-speed transformation engine that enables mass conversion of transaction files based on pre-built or custom maps, providing direct translation to/from EDI, XML, and/or Flat File with no interim staging required.

TIBCO Foresight™ HIPAA Validator® Desktop: Ensure compliance with HIPAA standards and partner specifications with this desktop-based file validation tool.

Transaction Automation, Error Correction and Reporting

TIBCO Foresight Transaction Insight: The ultimate platform for healthcare transaction reporting, viewing, correction, and management. Transaction Insight lets you improve operational efficiency, reduce call volume, and improve provider and member relations through advanced reporting, secure portal technology, and facilitated research capabilities.

TIBCO Foresight BI Bridge: Gain unsurpassed visibility into your operation. Access detailed reporting from any BI Reporting Tool while dramatically reducing data latency.

TIBCO Foresight™ Archive and Retrieval System: Provides efficient storage and access to historical transmission files (pre- and post-processing), documents, and attachments, with an advanced search function and web services access.

TIBCO Foresight™ Operational Monitor: A run-time application that tracks operational activity for inbound and outbound files.

Guideline and Business Rule Management

TIBCO Foresight EDISIM: Build, publish, and test your companion guides with the world's most popular guideline management suite. EDISIM is the foundation of a strong e-commerce organization.

Trading Partner Testing and OnBoarding

TIBCO Foresight™ Community Manager®: Build and maintain your trading partner community with this scenario-based, online self-testing portal.

Total OnBoarding: Build your community of direct submitters quickly and efficiently by automating the steps of registration, connectivity, authentication, and testing.

TIBCO Foresight™ Test Asset Management Suite: Create, organize, and share real-world test data across the entire organization.

TIBCO Foresight™ Translator 5010 Step-Up/Step-Down Adapter: Automatically convert volumes of test data by translating 4010A1 to/from 5010 formats and continue working with systems and partners that may not immediately remediate to 5010.

TIBCO Foresight™ ICD-10 Conversion Adapter: Designed to automatically find and substitute the most applicable ICD-9 to/from ICD-10 for diagnosis and procedure codes with intelligent translation that goes beyond CMS' GEMs to prepare your internal systems, communicate with business partners, and ensure uninterrupted reporting and payment for services.

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About TIBCO

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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