

Large Payer Centralizes 5,400 Plans with HighRoads, Reduces CMS Costs by 60 Percent

COMPANY PROFILE

The payer, which is part of a nonprofit health system with more than 20 hospitals and 500 doctors' offices/outpatient sites, is one of the leading health insurers in the Northeast with 2.5 million members.

CHALLENGES

All of the payer's plan designs and attributes were stored in Microsoft (MS) Excel, Word and Access-based formats on shared drives across the enterprise without a centralized plan database.

Information was not easily accessible to all stakeholders, and it was difficult to incorporate updates and ensure that all resources were using accurate, current plan details. This was important because plan details were used to configure internal systems (e.g., claims), file plans with governing agencies and communicate plan details to members.

Once the payer's plan details were incorporated into corresponding documents, they were stored in multiple locations. It was a manual process to create documents and populate templates for third-party systems, such as qualified health plans (QHPs) for the public marketplace. These operational inefficiencies led to data integrity issues.

SOLUTION

The payer turned to HighRoads to establish a digital source of truth for the 2015 plan year and achieved immediate benefits. Data was centralized, codified and accessed through single sign-on (SSO), establishing a foundation for consistent and accurate data flow throughout all processes. This streamlined compliance and reduced risk.

With documents and plan data centralized and codified, it could be used for multiple outputs. The payer was able to produce, directly from the centralized plan designs:

- A data feed to internal tools, IT and web services, and third-party vendors.
- Ad hoc reports to populate QHP templates and Summaries of Benefits and Coverage (SBCs).
- Summary of Benefits (SB) and pharmacy riders.

Results

- Centralized 5,400 plans, including 2,000 custom plans into a digital source of truth, allowing search by key word, document type and attribute tags. Reduced search time for 25 system users by 70 percent.
- Reduced the number of custom plan riders by 59 percent in the first year, from 290 to 170. This reduction was the result of more accurate plan data.

Other Cost Savings, both Direct and Indirect

- **Reduced duplication.** For the first time in the company's history, it was using the same data to populate SBs, QHPs and SBCs.
- **Reduced technology costs.** The payer was able to eliminate the costs of its existing content management solution by 60 percent, which includes annual software license maintenance and IT support costs.
- **Reduced errors.** The payer was able to increase its processing capacity for edits and changes by replacing manual document edits with automated checks in the HighRoads system.
- **Streamlined reporting.** Working from codified data instead of documents, the payer was able to quickly run plan comparison reports.

"Prior to HighRoads, the data analytics team members had no insight into custom plan designs unless they looked at individual documents. Now they are able to use the plans and look at data. This is new and would not have been possible without HighRoads. This helps with product strategy, to more quickly review customized plans and add them to the standard portfolio (book of business)."

– SENIOR BUSINESS ANALYST

"It used to take us weeks and months to produce these documents and get them right. Now we just make one edit to a template and 'boom,' we can regenerate hundreds of documents."

– SENIOR MANAGER,
PRODUCT ADMINISTRATION

Learn more about how HighRoads streamlines benefits plan management and compliance.

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