eHealth TECHNOLOGIES

One of the largest healthcare management firms in the U.S. can now bring even more value to clients.

In 2019 a large Third Party Administrator (TPA)* with claims in all 50 states began its search for a more efficient way to serve their customers as their programs grew. Their goal? To get patients in to see providers quicker. Their challenge? They simply did not have the manpower to gather all the medical records necessary to expedite patient care, until they found eHealth Technologies.

More Flexibility

When eHealth Technologies began supporting this midwestern-based TPA, the TPA gained the ability to meet fluctuating volume demands for the collection, organization, and delivery of medical records—without impacting their staffing levels.

"TPAs that partner with us gain the flexibility to adjust to incoming volumes very easily, without having to worry about onboarding and training staff with specialized skills. eHealth Technologies provides TPAs with a request system that requires no clinical background. It really provides a competitive edge, and allows them to spend more time on growth," says Liz Butt, Director of Customer Success at eHealth Technologies.

Streamlined Intake

In a year-and-a half's time—mostly during the chaos of the pandemic—eHealth Technologies collected approximately 1,600 patient's records from nearly 9,000 locations. The high number of locations per patient can make record collection extra challenging for TPAs to manage internally. Especially when patients require customized records for different specialized care, and records are spread across wide geographic ar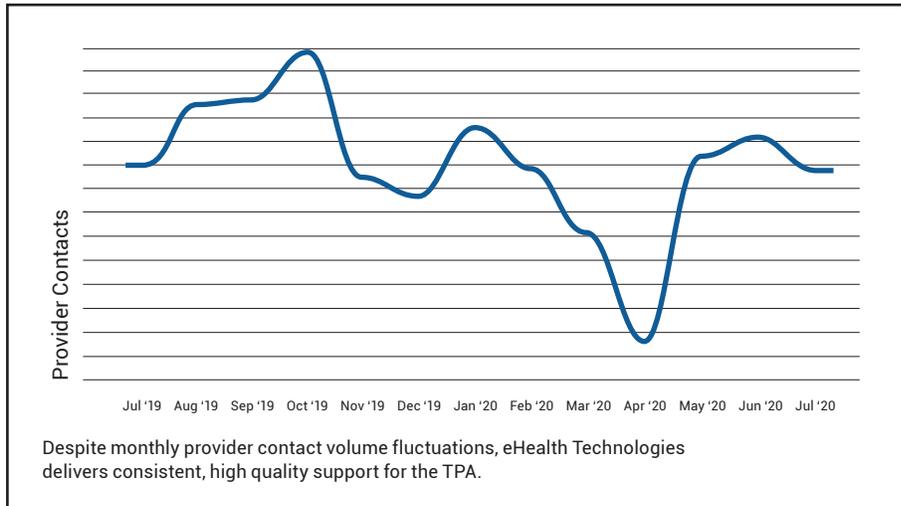eas. One of the significant advantages for this client was being able to count on eHealth Technologies to manage their monthly volume—even if there was a spike in cases month to month.

As experts in working with top hospitals across the country, eHealth Technologies has developed clinician-approved approaches regarding what medical records, images, and pathology are needed to assess a new patient in specialty areas such as oncology, transplant, and orthopaedics to name a few.

"We are pleased to help streamline the intake and record collection process for general claims, as well as bring our expertise to create efficiencies for the more complex requirements of transplant and cancer programs," Butt explains. "eHealth Technologies specializes in securing patient information and delivering it in a way that makes it easy for the recipient to use it in whatever way they need it—so they can make good decisions, keep health plan costs down, and facilitate timely care for the customers and employees they serve."

Having eHealth Technologies collect and organize patient data can expedite care, ensure that doctors have the complete "story," and improve your customer satisfaction.

*eHealth Technologies shares success stories while protecting the confidentiality of our clients as needed in a competitive business environment.

Provider Contacts By Month

Despite monthly provider contact volume fluctuations, eHealth Technologies delivers consistent, high quality support for the TPA.

Seamless Image Integration

"This TPA client was so pleased with the efficiencies that we brought to them in record retrieval and organization services, they later added Image Integration into the suite of services we provide to them," says Michelle Donowsky, Executive Director of Clinical Optimization at eHealth Technologies.

Image Integration eliminates the need for TPA staff to manually upload medical images to the EMR from CDs that arrive by mail. Instead of having CDs delivered to the TPA's office, CDs are delivered to eHealth Technologies, QA'd and uploaded into their cloud-based image network for easy access. The result? Time savings for staff and more secure, streamlined operational workflows. In addition, hospitals get images faster, which often translates to shorter patient wait times for appointments, and better outcomes.

"We are very happy to hear that our record and image retrieval and organization services succeeded in helping our TPA client reach their goals to improve health care, increase patient satisfaction, while reducing inefficiencies and costs," says Donowsky.

Now that TPA staff have implemented an efficient process, they can spend more time focusing on coordinating the red-carpet services they are known for—helping patients with everything from A to Z, whether arranging doctor's appointments, transportation to the hospital, or accommodations during treatment.

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