

Sterling Integrator helps to position Florida Hospital as a leader in the healthcare industry



Location

Orlando, Florida

Industry

Healthcare

Business challenge

To update their mainframe to meet HIPAA mandates and allow real-time transactions

Solution

Sterling Integrator®

Benefits

- Real-time
- Reduced cost
- Eligibility

Florida Hospital

Customer background

Over the last century, Florida Hospital has grown from a 20-bed cottage to a 2,188-bed hospital, with seven locations throughout central Florida. Owned and operated by Adventist Health System, Florida Hospital is the largest Medicare provider in the US, and serves healthcare needs with a holistic approach designed to heal mind, body, and spirit. In 2008, Florida Hospital treated 1,071,000 patients. Third in the nation in heart procedures, Florida Hospital is a nationally recognized institute for cancer, cardiology, diabetes, orthopedics, and neuroscience.

Business challenge

Florida Hospital recognized the need to upgrade their AIX-based Gentran system to Sterling Integrator to meet the real-time mandates of the Health Insurance Portability and Accountability

Act (HIPAA) of 1996. HIPAA mandated the real-time transaction use of Insurance Eligibility (270/271) and Clinical Authorization (278) transactions. Sterling Integrator offers these solutions. "Gentran is a robust product that did batch translation very well," said Carlos Vargas, EDI and Integration Manager for Florida Hospital, speaking about their previous system. "But the healthcare industry is expanding real-time capabilities to include claim status, claim submission and claim adjudication, and Gentran could not support that," said Ned Palmer, EDI Team Lead Developer.

Whether for surgery with next-day requirements, treatment authorization, or timely payment, Florida Hospital needed a secure, flexible, real-time system to offer the best service possible.

“Sterling Integrator has positioned us to take the lead in the healthcare industry.”

Carlos Vargas
EDI and Integration Manager,
Florida Hospital

Solution

With Sterling Integrator, Florida Hospital ensures regulatory compliance, with minimal disruption to current systems and processes. Sterling Integrator replicates the EDI functionality provided by Gentran, and provides Florida Hospital with real-time connectivity, HIPAA compliance, and the flexibility to work with a diverse group of payers, vendors, and suppliers.

As to finances, Sterling Integrator enables Florida Hospital to submit patient insurance eligibility inquiries in real-time, increasing admissions speed and accuracy, and reducing receivables by confirming co-pays and non-covered amounts before elective services are rendered. Treatment authorizations, currently under development, will enable Florida Hospital to receive real-time approval for a specific procedure, thereby ensuring full payment of contracted amounts.

“After implementation we have discovered other innovative features in Sterling Integrator in addition to EDI Mapping,” said Vargas. “It is a major benefit to the hospital now and will continue to be in the future.”

About Sterling Commerce

Sterling Commerce, an AT&T Inc. (NYSE:T) company, helps companies optimize and transform their Business Collaboration Network quickly, easily and securely so they can accelerate revenues, reduce costs and protect their enterprise. Sterling Commerce provides more than 30,000 customers worldwide with applications and integration solutions to connect, communicate and collaborate with their customers, partners and suppliers.

Learn more at www.sterlingcommerce.com.

Key benefits

Real-time

Sterling Integrator offers Florida Hospital the real-time visibility it needs to maintain its lead in healthcare. Real-time helps the admissions process to be faster and more efficient, with early payment discounts and sharp reductions in manual paperwork and human error. In addition, their level of service has improved because they can ensure next-day requirements and the necessary supplies for patient care.

Reduced cost

With Sterling Integrator, Florida Hospital has reduced cost, improved cash flow management, and increased cash collections while controlling bad debt. It ensures timely payment of vendor invoices to maximize available discounts, and avoid late payment charges. Based on scheduled surgical cases, Sterling Integrator enables Florida Hospital to electronically order supplies as needed to stock just-in-time inventory, lowering carrying costs.

Eligibility

In addition to the traditional EDI and financial transactions, Florida Hospital is able to complete healthcare-specific transactions covered under the HIPAA laws.

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