

XEngine Server CRM Module for Salesforce™

Improve the member experience by integrating EDI data into your Salesforce Health Cloud instance.

Business Issue

For the first time in history, healthcare IT is shifting toward the consumer experience.

Growing outcomes-based reimbursement and exchanges are transforming the mechanics of buying and providing services. Today's health systems need to make the shift beyond revenue cycle management and start focusing on member relationships.

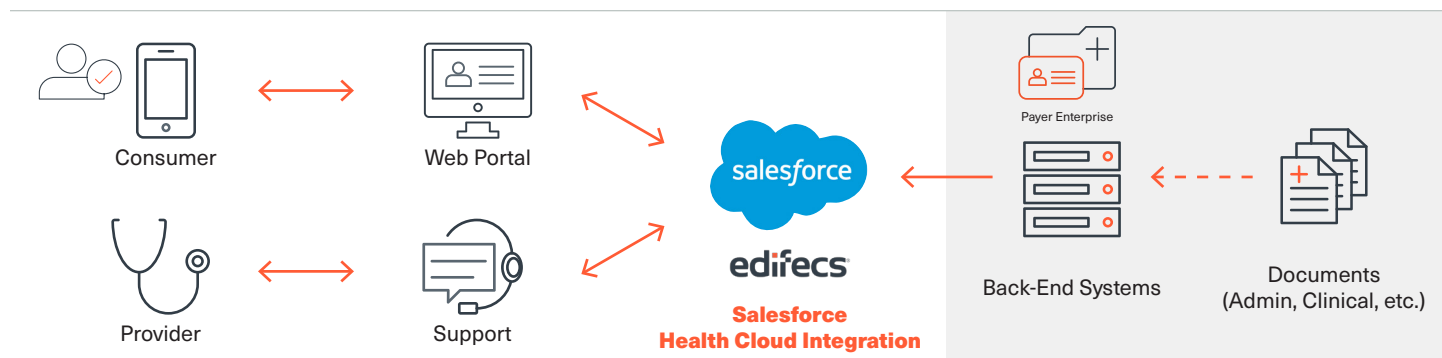
These relationships are typically managed using an enterprise CRM (customer relationship management) platform like Salesforce. As plans compete for these connected members, they will need to focus on harnessing all their healthcare data (clinical, claims, and administrative) to ensure the interaction was valuable for both member and the health plan.

Why Edifecs?

The Edifecs integration and validation engine seamlessly brings data from core backend systems or EDI front-end into Salesforce with an API-led approach, enabling agility while allowing health systems to make smarter care and financial decisions; engage with members across their caregiver networks; and manage patient and provider data in a hybrid environment.

The XEngine Server CRM Module intelligently bridges your existing EDI run-time environment with your CRM instance to provide the following benefits:

- Improve the consumer experience
- Build trust through data transparency
- Reduce costs to members
- Leverage EDI capabilities in cloud



Connecting the Edifecs Smart Trading platform with the Salesforce Health Cloud—a cloud-based patient relationship management solution—will enable health plans to gain a complete view of the member with integrated data from electronic medical records (EMRs) and backend adjudication and membership systems.

Components

The Smart Trading products that utilize this module include: SpecBuilder (design-time tool) visual interface for importing the Salesforce metadata for creating transformation maps and uploads to Salesforce, and XEServer (run-time engine) supports import and query of data in Salesforce Health Cloud.

Custom Pre-Built Salesforce Objects

All HIPAA Transactions, including: 270/271 Eligibility Request/Response, 276/277 Claim Status Request/Response, 278 Services Review Request/Response, 820 Remittance Advice, 834 Enrollment, 835 Payment, 837 I/P/D Claim

Pre-Built Maps to Salesforce Objects

Maps from all HIPAA transactions to Salesforce objects with the ability to display claim service lines and associated validation errors: Salesforce from HIPAA 270x279A1, 271x279A1, 276x212, 277x212, 278x217-Req, 278x217-Res, 820x218, 834x220A1, 835x221A1, 837x222A1, 837x223A2, 837x224A2

Pre-built Lightning Dashboards

Powerful dashboards that quickly display patient demographics, top providers, claims stats, benefit information, enrollment trends and many more.

Patient Timeline Plugin

Leverage Health Cloud time-line and show various patient and treatment-related information obtained from HIPAA administrative and financial transactions.

Benefits

Improve Consumer Experience

A visual dashboard with 360-degree view over the claim, including services, errors, reports, and full EDI file view. Cleaned and adjudicated claim data can be presented in Health Cloud's Timeline view allowing health systems to better understand and support the progression of a patient's health journey.

Better Member and Provider Responses

Rather than toggling between multiple systems, a support team can resolve member issues directly from the console using easy-to-use search and built-in narrowing capabilities to browse for a claim.

Reduce Costs for the Payer

Pass along savings to consumers by leveraging existing Edifecs Smart Trading investment to reduce new technology investments or costly customizations.



Edifecs Inc. is a global healthcare software company committed to improving outcomes, reducing costs, and elevating value of healthcare for everyone. Edifecs delivers the industry's premier IT partnership platform to providers, insurers, pharmacy benefit management companies, and other trading partners. By mobilizing its leading solutions at the front end of the healthcare information pipeline, Edifecs provides a unified platform for partners to flexibly pilot and scale new initiatives using their existing enterprise system. Since 1996, hundreds of healthcare customers have relied on Edifecs partnership solutions to future-proof their leading initiatives in the midst of a dynamic healthcare landscape. Edifecs is based in Bellevue, WA, with operations internationally. Learn more about us at edifecs.com.