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# Achieving Business Scalability with 99% Acceptance Rates

One organization's journey to more effectively managing millions of encounter submissions

## Introduction

North American Medical Management California Inc. (NAMM California) develops and manages provider networks, representing more than 600 primary care physicians and 2,000 specialists in Southern California. The organization offers a full range of services to assist physicians and other providers with managed care and business operations.

NAMM California works as a delegated model, contracting with health plans to manage risk associated with delivering healthcare services. It is responsible for managing member care as well as running back office operations such as adjudicating claims and sending encounter data directly to the insurer. To gain additional processing efficiencies and manage the increasing number of submissions, NAMM California sought an encounter management solution partner with end-to-end tracking and analysis capabilities that could assist in onboarding new health plan organizations. The organization needed a highly customizable solution that enabled it to build separate formats for 16 different downstream trading partners.

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## Challenges and Expectations

One of NAMM California's biggest challenges was managing the sheer volume of encounter data submitted, including accepted and rejected itemization. An added complexity was managing the different submission and reconciliation format requirements from 16 different health plan clients. The organization also operated legacy systems that were not sufficient to support anticipated expansion and growth forecasts. NAMM California required a scalable solution that would enable it to easily implement new trading partners and send complete and accurate encounter transactions to its health plan partners.

NAMM California was also challenged by limited visibility into the encounter lifecycle. The encounter management team needed to understand where each transaction was at any given point in time. The organization required visibility into the entire process, from receiving the post-adjudicated claims, validating and generating compliant outbound encounters per the trading partner requirements, and loading response files to accurately understand the final disposition of the claim. It also needed to be able to report metrics like the number of transactions within the activity lifecycle, how many were accepted, how many were rejected, while also identifying the reason why, for easy analysis and correction. To efficiently manage the entire end-to-end encounter lifecycle, all trading partner data had to be housed in one solution.

NAMM California identified the tools and functionality it required to improve encounter management operations as follows:

- A solution that could provide dashboards, claim/encounter itemization, and the ability to set clear exceptions before transmitting encounters to trading partners
- The ability to send good data and identify and hold the bad data to prevent it from slowing down the entire process
- A clear line of sight into the rejections and the ability to work exceptions within an integrated workflow tool so users could categorize and prioritize based on client SLA's for timely submissions and turn-around
- Robust drill-down dashboard and reports to provide end-to-end visibility for managing and monitoring volume of data for all trading partners
- The ability to highlight any anomalies in the submitted data files or responses received and to quickly identify data errors that require attention

The most important functionalities NAMM California sought were dashboards and an exception queue. These dashboards needed to provide both file-level tracking to determine whether responses were received for submitted files, and encounter-level tracking across the lifecycle to help ensure all submitted encounters were accepted. The organization would greatly benefit from the ability to build workflows for rejections to categorize and prioritize whether they were identified by the solution or by trading partners. They also sought the ability to easily see where the error occurred in order to make corrections.

NAMM California understood that having a single-click view of dashboards and exception itemizations would catalyze higher acceptance rates, increase quality measures maintained by the trading partner health plans, and ensure revenue integrity and payment reimbursements.

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## Selecting a Partner

Before NAMM California began the search for potential vendor solutions, the selection committee identified the following critical requirements for an encounter management solution partner:

1. An on-premise solution with end-to-end claim/encounter tracking features
2. Dashboard visuals and drill-down capabilities
3. Enrichment options using NPPES data
4. Reputation; experience with EDI syntax validation and participation in industry workgroups for Healthcare EDI
5. Business operations support services to assist with onboarding new trading partners quickly and support any reporting or data analysis request
6. The ability to create multiple custom formats for 16 downstream health plan customers

Edifecs was quickly named to NAMM California's technology supplier short list based on these critical requirements. The Project Team at Edifecs demonstrated the full application features and capabilities that the organization required resulting in Edifecs being selected as NAMM California's encounter management solution partner.

Edifecs assigned a dedicated resource to assist NAMM California through the build, design, and deployment phases, providing superior service and dedication to the implementation with an emphasis on providing the right people with the right expertise. According to the organization, "Edifecs was always there [when] we needed them and the team had extensive subject matter expertise in both the encounter and EDI spaces." Edifecs implemented a business-friendly solution to manage the encounter process by providing insight into where each and every encounter is within the lifecycle, and technology to support the scaling required to meet market growth and expansion.

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## Results and Moving Forward

Using the Edifecs Encounter Management solution, NAMM California has been able to share cleaner encounter data with their trading partners, resulting in significantly fewer rejections. The team has increased first pass acceptance rates, submitted millions of transactions, and increased its overall acceptance rate to over 99.9 percent. Because they are more able to predictably manage health plan-mandated performance measures, NAMM California can now provide transparency to its upper management and deliver insight into the encounter processing lifecycle.

Armed with Edifecs' comprehensive encounter lifecycle management system, NAMM California is now equipped with a solution that not only improves operational performance but ensures they will continue to be the partner of choice for their clients well into the future.

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