Member/Patient Data Integrity Services for Insurance Companies

"Healthcare's Leader in Duplicate and Problem Record Management"

The Need

Duplicate member and patient records are created constantly and are not always clearly identified or resolved with existing master patient index, HIE platforms, or other MDM systems, whether third-party or homegrown. Average duplicate record rates typically run from 5% to 20% for a single hospital facility. Complex organizations with large enrollments such as healthcare payers can experience upwards of 40% rates. Insurers frequently auto-link every member record that enters the system, creating substantial opportunity for duplication.

For today's health insurance firms, the problems can only grow as new members flow into the system.

Such duplicate and other problematic records create many issues for insurers and their clients and partner hospitals/organizations:

- Complications in new member onboarding, creating inefficiencies and customer dissatisfaction
- Lack of access to complete patient records and information, creating care treatment delays and potential errors and duplicate tests
- Difficulty exchanging accurate data across organizations
- Problems with research, analytics, and population health initiatives, all of which require highly accurate record matching

The Just Associates Solution

Just Associates provides data integrity services that decrease healthcare information management issues and minimize the ongoing cost of maintaining patient data quality. We focus on helping healthcare organizations identify and resolve data integrity problems and ensure the accurate linking of patient data.

We are not an E/MPI system vendor. We help hospitals, HIE/HIOs, clinics, and other organizations address the myriad issues involved with duplicate and "unclean" patient records and have worked with large record volumes across a wide range of systems. The Just Associates consulting team has extensive domain knowledge and a thorough, disciplined process. Coupled with a strong internal technology platform, we help customers with cleanup projects on

their existing repositories. As well, we perform ongoing outsourced MPI maintenance services to validate and resolve duplicates as they arise.

Who Should Be Interested?

- IT Department and all those responsible for member/patient record database and data integrity
- Research
- Provider Analytics
- Informatics areas
- Health Information Exchange
- Customer Experience and Engagement

How You Benefit

- Optimal, consistent, trusted member identification and record data quality to drive operational efficiency and various research and analytics endeavors
- Enhanced customer satisfaction

- Cost savings of up to two-thirds of your current in-house cost to monitor and resolve problem records
- No gaps in monitoring as frequently occur when relying on burdened internal employees
- Provides opportunity to offer services to hospital /practice partners

The Just Associates Portfolio

Please visit our website and view individual brochures for more information on the following core offerings:

- Member/Patient Index Clean-Up Services
- ID*Manage®* - Ongoing Outsourced MPI Management Services
- Data Integrity Consulting including:
    - o Record Matching Algorithm Optimization
    - o Health Information Exchange Consulting
    - o HIPAA Privacy

About Just Associates

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For More Information

www.justassociates.com
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