

# Case Study **CarePro 360 – Patient Accounting System**



## Customer Location

*Philadelphia, USA*

## Industry

*Healthcare*

## Client Overview

*Our client is a Healthcare organization based in Howell, USA. The organization provides primary care healthcare services through its Seven branch.*

## Platforms

*Microsoft Visual C#  
Microsoft ASP.NET  
Microsoft SQL Server 2012  
Windows Application*

## Solution

*CarePro 360 – Patient Accounting System*

## Challenges

Our client is a Healthcare organization based in Philadelphia, USA. The organization provides primary care healthcare services through its Seven branch. In the past they use a custom develop application to capture patient financial information like patients visits, patient invoices, track patient balances, coordinate with insurance companies.

Previously the client held information on a number of disparate systems. Data was held in individual clinic and as the clinics grew, this became increasingly difficult to manage. It became very difficult to view and maintain data. On the Other hand, searching data for analysing business critical information was time consuming. Their insurance model was quite complex which include multi parties.

It was recognised that their current infrastructure did not support their needs and so the decision was made to invest in a new system. They want a system which help them with Patient Accounting such as insurance billing, revenue, statistical reporting, accounts receivable and collection follow-up.

## Solution

Client selected Octaware to improve features and functionality of CarePro 360 – Patient Accounting System. Octaware developed a comprehensive web based solution that streamlines the patients accounting. CarePro 360 helps them to simplify registration, patient and insurance billing, revenue and statistical reporting, and accounts receivable and collection follow-up.

CarePro 360 helps capture the right information from the moment a person walks in the hospital doors, so we can provide insurance companies and patients with a clear view of costs. This application automates a range of tasks to maximize the efficiency of clinic staffs.

With patients accounting system in place client have streamline processes for insurance eligibility verification, prior authorization, referrals system, claims management which including status tracking and denials as well as Health plan payment processing and coordination of benefits.

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## Platforms Profile

### *Microsoft .NET*

Microsoft .Net is software that connects people, information, system and devices through the use of web services. Web services are a combination of protocols that enables computers to work together by exchanging messages. Web Services are based on the standard protocols of XML, SOAP, and WSDL which allow them to interoperate across platforms and programming languages

## Benefits to Clients

- ✓ Lower administrative cost as application provide single place for claims: Electronic, Paper, Primary, Secondary, Professional, and Institutional
- ✓ Freed up valuable resources and lowered the cost.
- ✓ Improved business productivity and efficiency through centralized database.
- ✓ Increased grant application approvals due to better access to required information to complete claim application.
- ✓ Enhanced customer service with business intelligent reports providing status of insurance claims management
- ✓ Prevented risk and regulatory exposure by maintaining data integrity.
- ✓ Simplify claims management by tracking claims every step of the way using our dashboard and search tools.
- ✓ Reduce A/R days by correcting and resubmitting claims online

### *About OCTAWARE Technologies*

Octaware Technologies, a SEI-CMMI Level 3, ISO 9001:2008 & IEC 27001:20013 certified company, is highly experienced software development, enterprise solution and consulting firm with its offices in India, and presence in USA, Singapore, UAE, Qatar, Saudi Arabia, Nigeria and Zimbabwe.

Octaware was founded as information technology company specializing in Microsoft technologies stack, focusing on Healthcare, Finance and e-Government sectors. Since then, company has grown into a multifaceted business that offers a diverse line of services and solutions for clients ranging from small businesses to large Fortune 500 corporations.

Depending on the ever-changing requirements, we come up with the essential and up-to-date tools and skills to enhance the clients' confidence in us. Octaware - we believe it as an expression of our creative, innovative and ground-breaking ideas and experiences.

### *Contact us now to know more*

**Phone: +91 22 28293949 / +91 22 28293959**

**Email us: - [sales@octaware.com](mailto:sales@octaware.com)**

**Unit No 003, Tower II, SEEPZ++ Building, SEEPZ SEZ, Andheri – East, Mumbai - 400096, India**