

WHAT IS KAISER PERMANENTE'S NEW CLAIMS PLATFORM?



What is Kaiser Permanente ClaimsConnect™ (KPCC)?

KP ClaimsConnect is a new, state-of-the-art claims platform that is replacing aging legacy systems. This new claims system will allow for more efficient, automated, and modernized claims processing. It was selected to better serve the needs of our providers, accurately administer our expanding benefit plans and products, and meet the challenges of our changing industry.

- The ability to customize the rules engine of KP ClaimsConnect contributes to our goal of achieving high levels of automation and processing accuracy.
- KP ClaimsConnect technology architecture provides the ability to easily integrate with other relevant applications, both internal and external, to provide better service to members and providers. It is part of the same software family as our electronic health record system, and thus is integrated with member clinical information and referring physician work flow.
- KP ClaimsConnect is anticipated to facilitate real-time data and process integration with customers, as well as with internal departments and relevant internal and external systems/applications.

Kaiser Permanente EDI Gateway (KPEG)

For EDI (Electronic Data Interchange) transmission of claims, the KP ClaimsConnect platform will also incorporate the Kaiser Permanente EDI Gateway or KPEG. Working with KP ClaimsConnect, KPEG will have enhanced capabilities around standard HIPAA validation requirements for claims data. KPEG is a current Kaiser Permanente system, so we expect our providers' future experience with clearinghouses and EDI will otherwise be consistent with their current experience

What else is part of the KPCC Platform?

In addition to Tapestry,® the platform will include an "intake" solution composed of FormWorks, a robust document scanning, OCR, data capture software, and iFile, a workflow application which supports the routing of paper documents to appropriate work queues. The platform also includes McKesson's ClaimsXten code editing software and certain Optum pricers.

Tell me a little about the paper "intake" solution

This solution provides data capture technology that enables the intake and processing of high-volume paper claim forms, attachments, and correspondence, to streamline and automate paper-based business operations. It also supports the following business functions:

- Application of common business rules and use of member and provider lookups for the enhanced validation of claim data
- Transformation of paper claim data to EDI for submission to KP ClaimsConnect
- Generation of document images
- Management of document workflow
- Generation of more informative rejection letters
- Integration with KP ClaimsConnect in support of document image links