Case Study

MXOtech Complex Case Management

BlueCross BlueShield of Illinois

We created a customized, scalable, cloud-based solution to migrate data from all EMR and EHR formats and systems for utilization management and denials. The design caters to all technical skillsets and removes manual processes.

Problem

MXOtech was hired by HealthCare Services Corporation to build a custom Complex Case Management (CCM) solution for Blue Cross and Blue Shield of Illinois (BCBSIL). Complex Case Management is **the coordination of care and services for those members experiencing a catastrophic event**, many of which have multiple chronic conditions that have had an adverse event causing immediate medical attention. The CCM department works with contracted healthcare providers to track care information to ensure the best possible program of care. This requires information to be exchanged between provider and BCBSIL that originates in provider systems, such as electronic medical/health record systems.

To accomplish this, provider organizations had to both manually extract copies of care information and enter data in hundreds of fields to provide BCBSIL nurse liaisons with the information needed to coordinate patient care. This meant that provider organizations had to enter the care data twice. This heavy data-entry burden often resulted in provider organizations having to pay staff overtime and it affected the overall quality of the patient care data being collected for care coordination.

Solution

We created a customized, scalable, cloud based, solution that was able to migrate data from all EMR and EHR formats and systems for utilization management and denials. The design caters to all technical skillsets and removes manual processes. Payers now use a Complex Case Management integration channel to export data from their system, upload to sftp, and the information parsed categorically to all appropriate needs. The compliant system design is branded with BCBSIL logos, iconography, and user experience to ensure continuity across the board.

Results

- Elimination of demands for higher fees due to workload.
- Elimination of data-entry errors and workhours associated to manual entry.
- A secure, scalable, and connected system where Providers and Nurse Liaisons may work.
- Our Complex Case Management system utilizes a compilation of prefilled data with opportunities for all parties to enter and analyze information real time.
- NCQA and HITRUST approved, this resource supports compliance while simultaneously creating ease in auditing.

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Complex Case Management Assessment

General Information
Add a patient by entering the required fields* and selecting 'VERIFY'.

VR Number: 12345   Status: IPA Modified   Last Modified: 02/06/2021   CE Number: 000   CE Name: CE Test 000   MG Number: 1234567000

First Name*: John
Last Name*: Doe
DOB*: 01/01/1995
Employer Group*: H11111
Member ID*: 123456789
Referral Source*: Practitioner

Address: 123 Main Street
City: Springfield
State: Illinois
Zip Code: 606060
Phone: 312-519-4665

Gender*: Male
Email: jdoe@gmail.com
Use for Program Survey*: No
Eligibility Date*: 10/01/2021
Date Closed:

Initial Assessment

Case Manager Spoke with*:
☑ Member   ☐ Other (i.e. family member/caregiver)

Member Race*: Black or African American
Member Ethnicity*: Not Hispanic or Latino
Eligibility Date: 10/01/2020
Assessment Start*: 10/12/2020
Assessment Completed*: 11/10/2020

Primary/Secondary/Comorbidity*:
Primary/Secondary/Comorbidity Content

Clinical Rationale (State the specific diagnosis (es) or event(s) that led to identification for CCM)*:
Clinical Rational Content

History of progression of illness (including treatment history and relevant past medications with schedule and dosage)*:
History of progression of illness Content

Procedures*:
Procedures Content

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