

Case Study



Client Profile:

Omega Healthcare is a premier provider of medical coding, billing claims processing and healthcare revenue management. It has extensive experience in providing services in a variety of hospital-based and office-based physician specialties. This organization is driven by quality and Six Sigma methodologies, which ensure improved processes and client satisfaction. It provides Implementation Management to ensure the smooth transition of work and process from our US clients over to the Indian operations.

Tecnology Used:

Microsoft Dot Net

Business Situation:

Omega follows a structured coding hierarchy which consists of users, agents, QC and OM. According to Omega the details which are recorded should be exactly copied into the official records and should match with the E Scorecard. Performance of the employees is evaluated with the help of E Score card. Omega authorities wanted a solution so that if employees feed wrong or incorrect data it gets reflected on the E Score card. They wanted employees to feed proper data to avoid loss.

Solution Approach:

The team of expertise in Compassites took the first step by integrating BMS application with the E Score card of all the employees of omega. They created software so that employees can feed data into their systems through automated procedure instead of transferring data manually which was done earlier. It helps in evaluating the performance of all the employees.

Benefits & Results:

- ❑ Avoiding in manual data entry and human error.
- ❑ Helps improving the productivity and saves valuable time (no manual re-entry)
- ❑ Helps in arriving data accuracy.
- ❑ Re designing of their existing application helped in improving the performance of individual application. Sorted out performance bottle necks and increased the availability.
- ❑ The Integration yielded the following reports, which actually help the management in effective decision making.
 - i. Online updates on the overall production count Location wise/ Teams wise and vertical wise which helps Senior Management to forecast the Production counts. (Achieved Vs Targeted counts)
 - ii. These Dashboard reports supports senior Management in viewing



online Overall productivity Vs Profit made

- iii. Few targeted reports for Work Force Management team to plan on the Human resources and recruitments based on the inflow and past history data.
- iv. Few targeted reports support the Finance team to raise invoices in their billing system for the production counts achieved.

Bangalore, India

IBC Knowledge Park, Tower C, 4th Floor,
Bannerghatta Road, Bangalore -560029
+91-80-4663 7200

United States

3500S, Dupont Highway
Dover, Delaware -19901
+1 408 708 9090

Singapore

Compassites Technology Solutions Pte Ltd,
International Plaza, 10 Anson Road,
#03-50, Singapore 079903
+65-67186204, +65-81574120