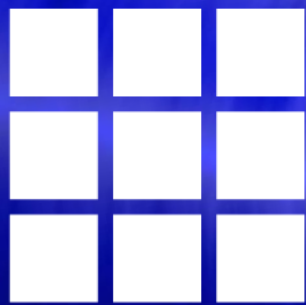




**Citius
Healthcare
Consulting**



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Healthcare
Consulting**

Enhancing claims adjudication for a major healthcare brand



The Background

The client is a large-sized health plan organization that recently implemented HealthRules Payer (HRP) as its core claims adjudication system. HRP is a modern, flexible platform specifically designed for healthcare payers, offering robust capabilities for managing claims, benefits, provider networks, and member services.

Despite HRP's advanced architecture, the implementation was marked by integration and business process deficiencies, which led to significant production issues once the migration was completed. Essentially, after migrating a subset of its commercial fully insured and ASO business, the health plan encountered serious technical and operational challenges. Among the most critical was the overdrafting of member ASO bank accounts, a financial issue that highlighted deeper systemic problems.

Recognizing the urgency and scale of the situation, the client engaged Citius Healthcare Consulting to take over the implementation. The consulting team was brought in to stabilize the business and technical operations of HRP and address the underlying issues that had disrupted the platform's performance.



The Consulting Approach & Key Deliverables

To ensure a successful stabilization of HealthRules Payer (HRP) operations, the consulting team delivered the following:



**Stabilization
issues list**



**Stabilization
success criteria**



**Stabilization
prioritization criteria**



**Stabilization
burn-down plan**



**Executive dashboard
and status report**

The Solution

To address the critical issues impacting system performance and stakeholder satisfaction, the Citius Healthcare Consulting team worked collaboratively with the client and HealthEdge. Together, they:



Conducted a root-cause analysis to identify the underlying technical and operational issues contributing to member and provider dissatisfaction.



Leveraged the HRP Stabilization Methodology to develop a proprietary solution that enabled a forward-looking plan to remediate production issues and optimize workflow technologies.



Implemented a comprehensive engagement model, designed to be easily adapted for delivering a customized experience.



Formed a multi-functional team comprising of resources from Citius Healthcare Consulting, the client, and HealthEdge to drive coordinated remediation efforts.



Adopted a phased approach:

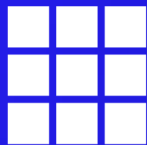
- **Phase 1 (First two months)** – Focused on resolving the most critical implementation issues.
- **Phase 2 (Ongoing improvements)** – Addressed less severe but impactful challenges to ensure long-term system reliability.

Impact

The engagement delivered measurable improvements across key operational areas:

- **Upgraded hard-coded interfaces**, enhancing system flexibility and maintainability.
- **Stabilized correspondence**, improving consistency in member and provider communications.
- **Improved EDW claims data accuracy** by eliminating duplicate records.
- **Enhanced ASO billing accuracy**, contributing to more reliable financial reporting.
- **Achieved a 10% increase in claims auto-adjudication rate** (from 80% to 90%) by leveraging HRP's capabilities, resulting in faster claims processing and reduced manual intervention.





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Thank You

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Citius Healthcare Consulting is a trusted partner to Healthcare and Life Sciences organizations, enabling them to navigate through their toughest business challenges.

We bring deep expertise in healthcare and life sciences, leveraging our experience as industry leaders to help clients envision the future of healthcare. By combining our digital expertise, we drive transformation into the future of healthcare.

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