



Shaping Healthcare Possibilities

CitiusTech enables seamless Health Plan onboarding for a national home health organization, saving 10,000+ support staff hours

Business Challenge

The client, a leading Risk-Bearing Entity (RBE) and home health service provider, extended in-home primary care services to people with chronic conditions. Their services supported over 100k members across 15 states in a value-based model for 20+ Health Plan clients. The scale and scope of operations created data-related challenges and made it difficult for the organization to efficiently onboard new Health Plan clients.

CitiusTech's healthcare data integration and management accelerator reduced data issues by 95% and saved over 10,000 support staff hours annually. This enabled the home health organization to scale and optimize its value-based program with Payer clients.



CASE STUDY

BUSINESS CHALLENGE

Data inconsistencies create onboarding challenges

Multiple streams of inconsistent data from various sources made it challenging for the home health organization to efficiently onboard new Health Plan clients. Every new Health Plan onboarding was reinvented as a new project with ground-up development. The inability to repurpose existing code left no scope for economies of scale. In addition, the solution had to co-exist with the ongoing challenge of diverse file formats and inconsistent layouts for the same file type across Payer clients. Even downstream data-sharing was complex and required significant custom development.

Low data reliability drove erroneous business decisions, such as incorrect billing, resulting in client dissatisfaction. The support staff had to invest considerable time and energy to resolve data anomalies to prevent these negative impacts on Health Plan clients. As a result, they could not focus on their core business objectives.

To overcome these challenges, the home health organization wanted to establish repeatable, standardized data management processes. The goal was to improve efficiency and accuracy, enhance downstream data collaboration, and support high-value business decisions.



THE SOLUTION

Perform+ DataScale accelerators streamline data management, improve data quality, and enhance onboarding

Historically, the client used RDBMS architecture to enroll new Health Plans by engineering ETL scripts and SSIS packages as part of onboarding. After a detailed discovery phase, CitiusTech implemented its data management accelerator Perform+ DataScale, including necessary customizations to address the customer's business priorities. The Perform+ DataScale accelerator transitioned the client from RDBMS to a Big Data technology stack on Hadoop, enabling considerable future data scalability and rapid processing.



Several solution capabilities transformed the stakeholder experience:

- Created standard file specifications and repeatable processes for onboarding new Health Plan clients.
- Established methods for managing a variety of file formats for Payer administrative, regulatory, and clinical data formats, including claims, membership, Provider, gaps, risks, CMS MMR, MOR, RAPS, etc.
- Implemented a comprehensive set of pre-built (1000+) data quality rules across various file formats for enhanced data reliability, as well as rule configuration/management UI and triggers for custom data rules.
- Designed dashboard utilities for monitoring data quality in real time and managing data run schedules and operations.
- Built-in alerts and notifications for client operations teams to resolve issues.
- Standardized data access and analytics for downstream business teams.

BENEFITS DELIVERED

Standardized and streamlined data improves business outcomes

CitiusTech's solution helped the client:

- **Onboard Health Plans faster:** Saved ~2 days of development effort per client Health Plan through a centralized, standardized, and repeatable onboarding model that did not require any custom coding. Enabled near-zero monitoring for data pipelines (DAGs) for all Payer files with automated scheduling.
- **Improve data quality:** Comprehensive data quality validation and easy detection of data anomalies in near real-time significantly improved the quality of data submitted to the billing application.
- **Amplify accuracy of downstream analysis:** The new ability to ingest large volumes, higher-quality data, historical data retention capability, and improved representation of data sets for HEDIS, quality measures, and risk scores made the downstream analysis more accurate.

- **Improve business reporting:** Accurate data for specialized care, easy tracking and traceability of claims data, and consistent case names, plan changes, adjustments, etc., made reporting more precise.
- Standardize business process - Uniform and standardized data across entities, standardized output format, and near-zero data latency with same-day updates significantly reduced ad-hoc requests from business to operations teams.

These process improvements helped the client:

**VALUE
DELIVERED**

2 Days

Development effort per client Health Plan is saved

20+

Onboarding of Health Plans effortlessly

10,000+

Annual support staff hours is saved

95%

Data issues/tickets reduced

25+

File formats, 19 gender codes, 26 claim payment status codes, and over 11,000 specialty codes down to a few hundred got standardized

160+

Stored procedures for collaborating outputs eliminated



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CitiusTech is a global IT services, consulting, and business solutions enterprise 100% focused on the healthcare and life sciences industry. We enable 140+ enterprises to build a human-first ecosystem that is efficient, effective, and equitable with deep domain expertise and next-gen technology.

With over 8,500 healthcare technology professionals worldwide, CitiusTech powers healthcare digital innovation, business transformation and industry-wide convergence through next-generation technologies, solutions, and products.

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