

The Encounter Management Leader

Medicare
Medicaid



Xpress
Encounter Pro™

The proven solution to keep your
health plan out of the tangle



md^e
medical data express

Xpress Encounter Pro offers health plans a solution that works for both Medicaid and Medicare encounters for all claim types.



Encounter Processing (extraction, delivery, tracking, editing and resubmission) is often a process that is given limited focus in many Medicaid & Medicare health plans until the plan is warned or even sanctioned by the managing agency. Medical Data Express (MDE) has a complete encounter processing system that works for one or many lines of business. Xpress Encounter Pro offers health plans a solution that works for both Medicaid and Medicare encounters for all claim types. The software is modular, allowing our potential clients to pick and choose only those functions that they need. MDE has already mapped Xpress Encounter Pro to most major claim payment systems.

Encounter processing system that works for one or many states

Already mapped to most major claim payment systems

*Focused on Providing Expert
Technology Software Solutions to the Healthcare Market*



The professionals at MDE provide accurate and timely solutions always guaranteed to be within budget.

Our Team is comprised only of senior software developers and analysts, all of which have years of experience in the healthcare and/or insurance industries. Our clients include managed care organizations, large national providers, ambulance service providers, healthcare industry software companies, insurance companies and claim re-pricers.



100% HIPAA Compliant

Xpress Encounter Pro

Xpress Encounter Pro will work with any claim processing system and has already been mapped to several major vendors. The encounter engine is 100% HIPAA compliant, one of the quickest to implement into production as well as providing complete tracking, reporting and resolution of pending encounters.

Quick Start:

1. Manage all encounter files and data for one or multiple lines of business in one application/database
2. Complete end-user tools for editing, correcting and deleting encounters
3. Integrates directly with claim payment system to automate replacements and voids
4. Improve health plan accuracy and timeliness scores
5. Fast and Accurate implementation, most completed between 45 - 90 days

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Load All Reports & Transaction Sets

- Normalize reporting and transaction set data and import into historical tables
- Update encounter submission status
- Provide detailed error reports to encounter/claim processing staff

Example:

Link client claim data to error database and provide real-time claim information to help resolve issues quickly

- Identify potential reinsurance encounters and prioritize cleanup

MDE Pend Resolution

- Import and normalize all proprietary reports and/or HIPAA transactions sets used for reporting errors/pends
- Where business rules and intermediaries agree, utilize automated error correction/pend resolution module
- Expert MDE staff assists with encounter correction workflow and processes
- Communicate with intermediary when necessary to clarify and resolve problem areas

Create Executive Dashboard Reports

- Files submitted by plan and type (Professional, Institutional, Dental, etc.)
- Total encounters sent by plan and type
- Acceptance/failure rates by plan and type
- Historical graphs for quick trending
- Work with individual plans to develop customized mission critical reports based on intermediary expectations and mandates

Built-in Features

Usability & Functionality

- User selectable criteria for extract include (but are not limited to):
Claim Type | DOS | Plan | Provider | Specific Claims
- Tracking of claim submission indicators and historical extractions
- Automated delivery and tracking of file submissions
- Executive summary reports per encounter cycle
- Detailed error/pend reports for swift handling of encounter problems

Data Scrubbing

- Improves adjudication rate
- Minimizes encounter cleanup
- Minimizes re-submissions
- Helps identify problem areas in claim entry, claim processing and EDI
- Create scrub reports for claim/encounter departments
- Apply custom business rules to fix scrubs "on the fly" while 837 files are created

File Delivery/Submission

- Supports FTP, serial communications (BBS), VPN and web based file transfer
- Complete tracking of all files delivered and received
- Historical data recorded for executive reporting (file name, record counts etc.)

Process Acknowledgements and Reports

- Supports FTP, serial communications (BBS), VPN and web based file transfer
- Link to file delivery database to reconcile and confirm receipt of files
- Import HIPAA transaction sets and proprietary receipt confirmation reports
- Reporting shows potential issues with regular submission schedule



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Technical

Xpress Encounter Pro is written using modern, highly supported .Net technology from Microsoft. Although the database engine is Microsoft SQL 2005/2008, our products support virtually any modern database technology available today. Below is a summary of supported software and technologies.

Major claim systems already mapped

AMISYS, Diamond, FACETS, HealthTrio, MHS, MHC, QMACS, QNXT, OAO and others

Database support

MS SQL 2000/2005, Oracle, DB2, ACCESS, AS400 ODBC and more...

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