

“The solution has helped us meet our EDI goals by removing all of the manual processes from our eCommerce processing. It has allowed us to standardize our processes and produce faster claims, and in turn, helped us better meet the needs of our clients.”

**Mike Durnwald**  
IT Manager, Brightree

**INDUSTRY**

Healthcare

**CLIENT**

Brightree



**THE CHALLENGE**

The company's EDI claims process was manually intensive and took an extensive amount of time to complete. Because the DMERCs use asynchronous dial-up technology, the process was time consuming with frequent dropped connections. As their customer base increased, the issue of re-connects for dropped connections intensified. In addition, the challenge of “payor specific” edits was continuing to affect the current application as the business expanded. Each of these requests to generate a claim in the format required by the payor required a new release of the software. These challenges pushed the company to find an automated solution that accommodated the EDI claims submission requirements of the DMERCs and provided a more timely solution to payor specific requirements.

**THE SOLUTION**

The company made the decision to replace their manual system with the partnered Bostech and Radley solution, ChainBuilder-EDI. The company now has the capacity to produce, verify and automate all of the processes related to EDI. With the provided EDI Mapper, the company has the flexibility to produce a standard EDI document with verification, and can optionally add or change information that is required for a specific carrier, without the need to hard code the solution. While the flow and reporting of data was a significant improvement, the ChainBuilder EDI solution also resolved the two key criteria for selecting the product: the ability to handle specific insurance carrier's specifications in a mapping situation rather than hard coding and the automation of the DMERC's dial-up async access.

**REAL RESULTS**

Company increased operational efficiencies and improved customer service and response time by eliminating manual, time-draining processes.