

Information Technology



Dave Seibel,
*Director of Information
Technology*

The Information Technology Department's focus has emphasized easier access to data for *both* Providers and internal staff. To facilitate this, IT has added functionality to the website (www.sbrha.org) as well as creating a data warehouse environment.

WEBSITE

- **Electronic Case Management Files/Reports:** We encourage electronic claims submission, and have presented Providers with our newest tools: the ability to download a dynamically created HIPAA compliant case management list and report.
- **Procedure Authorizations:** Enables any Provider to discover which procedures require authorization.
- **PCP Reassignments:** Providers have direct input into their Case Management roster and the Provider Services department reviews the requests for implementation.

DATA WAREHOUSE

This year we have established a "Data Warehouse." This is an environment where production data is extracted, summarized, reformatted and tuned for fast response and ease of reporting.

By using technology, IT hopes to empower the end user to access the data quickly and easily upon demand without IT intervention.

Claims



Lulu Von Alvensleben,
*Director of Claims
Operations*

The Claims Department continues to maintain a strong working relationship with our Health Care community and is dedicated to increased Provider satisfaction.

- **A proactive approach** is used to develop a close working relationship between our Claim Representatives and our Providers. We monitor all claim denials in order to offer tailored assistance and training whenever needed.
- **Offering constant education:** through Billing Workshops, Providers are offered training on basic claims billing, use of the Web to submit claims and authorizations, and updated information for the more advanced billing personnel.

The Claims Staff has been working towards automating as many claim review processes as possible. Bypassing the suspension of claims will improve turnaround time and will result in faster payment.