

Turning Benefits Administration Wishes into Software Reality through Flexibility, Functionality and Leading Technology

SITUATION:

MediView, a full-service Third Party Administrator located in Austin, Texas was struggling with their existing benefits administration platform. They were searching for a more comprehensive, robust software to meet their growing administration needs for a wide range of business including ERISA plans, commercial HMOs, 3-Share limited benefit plans, county MAP plans and CHIP/STAR Medicaid. MediView had a sizeable wish list of requirements for their prospective benefits administration software provider.

MediView was in need of a claims system that:

- ✔ Was ICD-10 compliant
- ✔ Could provide auto-adjudication capabilities
- ✔ Allowed for entering provider fee schedules
- ✔ Supported different types of business - commercial, ERISA plans, government programs including CHIP and STAR Medicaid
- ✔ Allowed for standard and non-standard reporting (CHIP and STAR encounter reporting)
- ✔ Accommodated non-standard benefit codes in plan build
- ✔ Had integrated modules that were connected - customer service, billing, reinsurance reporting, medical management (medical authorizations, case management, etc.), financial reporting, provider fee schedules, member eligibility, and more.

MediView had many software needs, met by a singular, comprehensive solution – VBA Software.

VBA SOLUTION:

Virtual Benefits Administrator (VBA) quickly and adeptly assessed MediView's requests and determined they could not only satiate the company's current software needs, but also meet their growing requirements for future LOBs. MediView found that all the requirements on their wish list were met by VBA and contracted to utilize VBA Software in early 2011.

CLIENT RESULTS:

VBA worked closely with MediView management and supported internal IT teams to fully implement their clients onto the VBA platform to meet the impending ICD-10 deadline.

*"We've used the VBA system exclusively and for all of the CHIP and STAR plans we have administered - we've experienced great results. The eligibility system allows for multiple eligibility segments which is very important in the Medicaid world. All of our staff enjoy working with the system as does our client base. We allow some clients limited access to the system for their own health plans. The VBA team has always been very responsive to our needs and has assisted us with any client needs that were presented to us. **I would not hesitate to recommend VBA for claims administration needs.**"*

- Joseph Manzello, COO, MediView

You've got a list of needs. We've got a singular solution - VBA Software.

Don't let software limitations hold your business back.

Contact Tom Witter at Tom.Witter@vbasoftware.com to set up a demo and see what VBA can do for you today.

Flexibility. Functionality. Technology.
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