



“Anexinet was instrumental in helping us reduce the costs of growing and supporting several key software applications—allowing our internal IT staff to focus on other work...”

— Director, Operational Reporting & Systems
Independence Blue Cross

Anexinet Develops and Hosts Award Winning Independence Blue Cross Quality Analysis System, Reducing Costs and Increasing Business Efficiency of Claims Auditing

The Challenge

Independence Blue Cross (IBC) asked Anexinet to review its software applications that lie outside their core processing systems in an effort to reduce development, on-going support costs and to improve the associated user interfaces. IBC also wanted to free up internal IT staff to address development of applications more closely related to its core business needs. IBC asked Anexinet to create an externally hosted model where IBC reduces its variable cost by paying a fixed monthly fee for software and data services in a SaaS model. Anexinet began this effort by evaluating the existing the Quality Analysis System (QAS) application, a web-based tool that facilitates claims auditing and provides real-time feedback to claims processing areas as part of IBC's standard Quality Assurance Process.

The Solution

For the QAS application, Anexinet conducted a thorough assessment of IBC's legacy software. The evaluation included a review of the current processes and functions. Anexinet applies a combination of best practices and managed ITIL to Application Outsourcing Solutions (AOS). Documentation and support materials for each application were also reviewed. After completing the evaluation, Anexinet presented the findings to IBC along with a project plan and an estimate of cost savings that would be possible through outsourcing the non-core application. Anexinet estimated that the labor cost savings alone would be greater than \$350,000 a year and the initial phase of the conversion would take no more than six months. The total conversion time was estimated at less than 12 months.

The Benefits

Using Anexinet PMO project methodology and collaborating with IBC, the project began. Anexinet met expectations in the agreed timeframe and deliverables were provided on an iterative basis through scheduled releases there were non-disruptive to IBC business. What began as base functionality to an outsourced application solution, included additional functionality with fixes and system enhancements through scheduled rollouts on a pre-determined lifecycle. IBC began to realize cost savings almost immediately. Within the first few months, the company saved more than a hundred thousand dollars. The flexible and scalable architecture of the new applications will also allow IBC to react quickly to changes in their tracking and auditing needs. In addition, the company was able to shift internal formerly occupied IT application support and infrastructure staff to other projects more closely related to the company's core processing requirements due to the fact that the new QAS application was delivered on an externally hosted platform. Recently, IBC received two awards at the Blue Cross and Blue Shield Association's 2009 MTM Best Practices Award Program. IBC earned a best practice award in the audit and quality assurance category for the Quality Analysis System (QAS) that Anexinet developed and an honorable mention in the enrollment processing category.

Independence Blue Cross, headquartered in Philadelphia, is a leading health insurer in southeastern Pennsylvania. The company and its affiliates provide coverage to nearly 3.4 million people. For 70 years, it has offered high-quality health care coverage tailored to meet the changing needs of members, employers, and health care professionals. Independence Blue Cross is an independent licensee of the Blue Cross Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

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