



### Company Details

The General Medical Services (Payments) Board provides payment services on behalf of the Health Boards in relation to services provided by health professionals to the general public.

### Location

- Ireland

### Industry

- Government

### Business Challenges

- Ensure accurate processing of 40 million transactions annually
- Eliminate duplicate records from the central patient table
- Reduce the incidence of erroneous payments by means of a cross-matching indexing solution

### Solution Overview

- Evaluation of offerings from different suppliers
- Base the solution on SeeBeyond's eGate Integrator and eIndex Global Identifier
- Develop a sophisticated cross-matching system to identify clients who are registered several times with different schemes

*"By enabling us to build a central client index, SeeBeyond is playing a key role in our efforts to enhance faster processing of payments to primary care contractors. We expect to make substantial cost savings due to the reduction in data re-entry and the duplication of data."*

**Patrick Burke**, General Medical Services (Payments) Board

### Business Challenges

In Ireland, the payment of fees for services provided to patients by general practitioners, community pharmacies, optometrists and dentists is handled by the GMS (Payments) Board. With more than 2.2 million members of the community exempt from paying charges through various state-funded schemes, the workload involved is enormous. Each year, in fact, the Board processes more than 40 million transactions from 5,000 primary care contractors, having a total value of more than 1.5 billion. Accurate processing is essential and errors can have a substantial financial impact.

In order to process the claims submitted by primary care contractors, the Board's infrastructure accepts data feeds from eight regional health authorities. In the past, this was done by sending flat files into the Board's Oracle database, one of the three largest in the country. Unfortunately, there was no mechanism for identifying duplicates in the system and a large number of people therefore had more than one record in the central patient table.

The existence of duplicate records led to erroneous and sometimes excessive payments to contractors. Some received more than their due whilst others, especially pharmacists, suffered from the poor quality of the data and the lack of a tracking mechanism for establishing the validity of claims. To eliminate these problems, the Board wanted to implement a cross-matching central patient index. This index, the Central Client Eligibility Index (CCEI), is a key element in Ireland's strategy for building an integrated healthcare infrastructure.

### Solution Overview

To identify the best solution, the Board engaged Compaq (now HP), a supplier with which it had worked successfully on several previous projects. Compaq developed a set of criteria that the solution had to meet, including the ability to handle high data volumes in real-time and a proven track record in application integration.

Following a stringent evaluation process involving several different suppliers, SeeBeyond's eGate Integrator integration platform and eIndex Global Identifier were chosen.

### Business Benefits

eIndex Global Identifier provides the GMS (Payments) Board with a total solution for automated customer matching and cross-indexing

across disparate source systems in real-time. It thus supports the fulfilment of one of the Board's core responsibilities, which is to verify the accuracy and reasonableness of submitted claims on behalf of the Regional Health Boards.

Through integrating different systems using the SeeBeyond solution, the Board has been able to construct a consistent central index of claimants. The CCEI index enables multiple claims to be identified so that payment of fees is more accurate. The ensuing cost savings are expected to reach several million euros annually. At the same time, payments to pharmacists are made much more quickly than before because claims verification is straightforward.

The use of an integration platform also leads to a significant reduction in rekeying of data and associated paperwork. Because claims can now be fed into the claims system electronically, manual processing is needed only when exceptions arise. This results in additional cost savings.

At a more strategic level, the SeeBeyond solution is supporting Ireland's plans to develop an integrated infrastructure for healthcare delivery. Thanks to the CCEI, primary care contractors will – for the first time – be able to validate patient eligibility for the service being provided. To achieve this, all persons registered for state-funded schemes will be provided with a swipe card containing their PPS number. *"By enabling us to build a central client index, SeeBeyond is playing a key role in our efforts to enhance Ireland's healthcare system,"* commented Burke.

### Plans for the Future

As well as providing for the implementation of a national central index, the CCEI project will result in enhanced administrative systems within the Regional Health Boards. These systems will provide better control and management of client data in the context of the various reimbursement schemes. Pilot trials have already been held in the North Eastern Health Board and full rollout to all Health Boards will commence in the near future.

In addition, a project to develop an electronic interface between the GMS (Payments) Board and community pharmacies is well under way. The Community Pharmacy Reimbursement Project provides for claims to be validated directly against the CCEI by means of swipe cards and secure electronic messaging.

*"SeeBeyond excelled in several respects, especially the volume of transactions that could be handled and the speed with which records and data files could be cross-matched. We were also highly impressed by the commitment and expertise shown by SeeBeyond during the evaluation period,"* said Burke.

### Business Benefits

- Improved execution of the Board's duty to verify the accuracy and reasonableness of claims
- Substantial cost savings of several millions of Euros annually through implementation of central index
- Faster processing of payments to primary care contractors such as pharmacists
- Support for future enhancements in several areas of healthcare delivery

### Technology Profile

- SeeBeyond Components
- eGate™ Integrator
- eIndex™ Global Identifier

### Integrations

- Oracle
- Legacy applications

### Sizing

- 40 million transactions annually

### Hardware/OS

- HP Alphaservers
- HP Tru64 UNIX