



IBM Information Management software

Atrium Solutions Cerulean™

Partner Solution

■ Target Industry

Government
Healthcare Plans
Healthcare Providers

■ Business Application

Claims Processing

■ Products

FileNet Business Process Manager
IBM FileNet Capture
IBM FileNet Content Manager
IBM FileNet Process Analyzer
IBM InfoSphere Content Collector
IBM InfoSphere Enterprise Records
IBM Sharepoint Integration

Business Challenge

Public and private healthcare insurers and providers are challenged with controlling administrative costs, complying with legislation, managing the timeliness of claims processing, and improving customer and provider relationships. This needs to be done while providing superior care and service to plan members. Administrative costs multiply when, due to inefficiencies associated with manual processing of claims, provider offices must continue to call on the status of claims, or if claims need to be adjusted or re-processed.

In an effort to comply with new HIPAA regulations and healthcare reform, organizations are seeking ways to meet the challenges of improving health care through better technology and data access. They're seeking more efficient ways to manage health records since approximately 20 percent of medical insurance claims require attachments and new HIPAA standards mandate electronic exchange of medical documentation. There are also a number of requirements for medical records management, including: accurate and timely payment of claims; compliance with HIPAA, and local and federal regulations concerning privacy/security, content management and retention; and, electronic data interface (EDI). Additionally, they need efficient routing of medical records information among departments and organizations, as well as reporting capabilities.

These needs typically require a combination of document imaging and enterprise content management (ECM); claims and attachment automation and business process management (BPM); framework integration; third-party connectivity across fax, email, FTP, XML Web Services; EDI; message queuing, and contextual collaboration.

The Solution

Cerulean™ is a healthcare attachment suite that supports healthcare insurance companies, third party administrators, self-insured employers, large medical groups, and workers compensation carriers by enhancing claims and billing processes through automation of the attachment process. Cerulean integrates with existing image repositories, claims processing systems and other systems that require medical attachments, to provide a single view of medical record images with associated data through a portal.

The solution offers a secure means to view supporting documentation, route data for use in claims adjudication, medical management and other internal processes. Cerulean satisfies both public (e.g., Medicare, Medicaid, Workers compensation) and private claim processing mandates. Combining best-of-breed enterprise content management functionality and business process automation, Cerulean can be tailored



to an organization's specific requirements via a modular solution approach that seamlessly integrates with client processes and IT software systems.



Cerulean is comprised of the following modules:

- Cerulean Core – Provides records and document management capabilities combined with business process management
- Cerulean Visualize – Offers dashboards and reporting features combined with e-mail integration and contextual collaboration
- Cerulean Datum – Supports fax, FTP, and Web Services integration
- Cerulean Concert – Facilitates message management

Value Proposition

The Cerulean solution enables payors to control administrative expense, reduce storage costs, comply with HIPAA and other legislation, and improve provider relationships. With Cerulean, payors can achieve a 30-40 percent reduction in claims processing costs by eliminating duplicate claims received due to insufficient supporting documentation or timeliness of payment. Payors using Cerulean significantly decrease calls, lost documents and reprocessing of claims by enabling the automated processing of supporting documentation.

Additional benefits include:

- Increased use of lower cost and more streamlined EDI transactions;
- Reduced costs related to manual sorting, storage and tracking of attachments;
- Improved member and provider satisfaction;
- 24x7 on-line access to attachments;
- Streamlined workflow processes;
- Improved data accuracy for processing and reporting;
- Support for full compliance with HIPAA records management regulations; and,
- Ability to handle the ANSI X.12 275 Transaction Set (will require payors to be able to electronically accept a standard attachment).

Company Description

Atrium Solutions provides leading Enterprise Content Management (ECM) solutions to organizations in North America as well as to global corporations and government agencies of various sizes. Many of our clients are shaping tomorrow's industries. Our goal is to help them leverage their ECM investments in the most effective way possible.

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Printed in the USA

09-09

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