

Client Success Story: Washington Dental Services

Re-engineering a business model with a best-in-class claims processing system

Situation:

Washington Dental Services is the leading dental benefits company in the state of Washington, delivering high-quality, affordable dental care to more than 1.9 million people through employer-sponsored programs. The organization is committed to being a leader in dental benefit administration technology so that it can provide superior service to its customers.

In 2002, Washington Dental Services needed to transition its existing Legacy Open VMS COBOL system to a more scalable, supportable hardware and software environment.

Solution:

DeCare Systems Ireland used its extensive expertise in the health care industry to develop an overarching, real-time claims adjudication system that will drive the future business model for Washington Dental Services. After an accelerated development process — more than 45,000 hours of development and 1 million lines of code — Washington Dental Services converted to the new system in June 2003.

Using Microsoft ASP, SQL Server 2000, Visual C++ and Visual Basic as the key technologies, the system was developed in parallel tracks, each addressing specific business needs. The system also was developed to maximize the real-time connection to the NPF database of current national provider billing rates and information for dental health professionals throughout the United States. It is fully HIPAA compliant and is certified to seamlessly interact with the Delta Dental Plans Association national portal.

Results:

The new system allows for the interactive adjustment of business rules and parameters and is refreshed daily with updated eligibility information. As a result, data is more timely and accurate, which will significantly reduce claims administration and underwriting costs:

- Since its launch, the system has achieved greater than 98 percent uptime.
- The drop-to-pay rate has increased to 66 percent from 43 percent. This is a significant increase in the ability to process claims for payment without manual intervention, thus reducing administrative costs and increasing the speed of payment.

Web site: www.ddpwa.com

