



Solutions for Health Insurers

Efficient Health Management



Recognize Opportunities – And Use Them

Modern and integrated forms of care live on intelligent solutions – to manage costs efficiently, network all parties seamlessly, and improve the quality of treatment. Solutions from ICW’s Professional Suite fulfill the specific requirements of health insurance providers.

Imagine this scenario:

Policy holder Petra R. (46) suffers from type I diabetes mellitus and diabetic nephropathy, which is highly cost-intensive for her health insurance. But most important of all, the situation is very hard for Petra R. and, because her many appointments to see a variety of different doctors, very burdensome. But thanks to a contract she has with her medical insurance on family practice-centered medical care and the DMP diabetes type I, she can receive effective treatment at the best possible cost. Because family doctors and medical specialists, along with other outpatient and stationary care institutions, can work together in a coordinated fashion. Let us lead Petra R. through a course of treatment as laid down by the contract partners. Her medical insurance has chosen a solution from among the spectrum of ICW Professional Suite. A study of her individual needs showed which modules she requires. The Care and Disease Manager (CDM), is a proven component of the chosen ICW Professional Suite solution, modified to suit the new requirements. CDM helps the medical insurer by winning patients for new care management programs and caring for their needs effectively and efficiently. CDM’s rules and pre-defined workflows minimize the cost of patient care. Regardless of who the current case manager is, the current care contract status can always be seen and any problems can be noted early. Case managers can then promptly inform the patient and her doctor. So too for Petra R.

*Managing insurance
members efficiently.*

Networking Based on ICW Professional Suite Solutions

The doctors treating Petra R. are organized in a regional medical network that has been networked electronically for some time now. As a diabetes patient, her family doctor and, every three to six months, a diabetologist provide care. The medical network also uses solutions from ICW Professional Suite.

One part of the developed solution is the Professional Exchange Server (PXS) – serving to provide secure sharing of patient data. Petra R.’s family doctor copies his relevant findings and diagnoses into a virtual medical record in PXS. His other colleagues from the medical network are informed immediately and can load this information into their own medical practice programs automatically. With a mouse-click, findings can also be entered into Petra R.’s own personal electronic health record (doctors do this using the Practice Communication and Documentation Software (PDC), another of ICW Professional Suite’s modules).

As an element of its integrated care plan, Petra R.'s medical insurer recommended to her the use of the LifeSensor electronic health record. Because with the help of LifeSensor, she can be an active participant in the treatment process, for instance by documenting her complaints or measurements herself. Because LifeSensor is Web-based, Petra R. can call up all important information and documents relating to her illness, and about her visits to her doctor or hospital stays – when and where she wants. She can also document all prescribed and supplemental medication. The overview provides important information for the course of treatment, its costs and possible complications. Additionally, the LifeSensor drug interaction check provides early warning of potentially dangerous, undesirable side effects. Ideally, Petra R.'s personal health record will accompany her throughout her whole life, providing a complete “online health memory”.

Health Overview Without Personal Examination

Diabetologists at the Municipal Hospital can inform themselves via LifeSensor about recent findings when Petra R. comes in again for a few days of stationary treatment. And Petra R. also uses LifeSensor periodically to fill out questionnaires to describe her complaints. Doctors of the medical network provided these electronically using the form designer function of PXS.

This way, Petra R.'s diabetologist can get an overview of her medical status even if she has not consulted him personally. The forms can be analyzed automatically, saving time for personal consultation.

The Care and Disease Manager (CDM), other products from ICW Professional Suite and LifeSensor together provide health insurers with effective health and cost management.

Individuality is the Key

Integrated care contracts and disease management programs number among the standard products offered by health insurers today. Applied efficiently and individually, they can raise the standard of care. With the Care and Disease Manager from ICW Professional Suite, both established and new programs can be implemented effectively – increasing both the efficiency of internal processes and enrollment rates.

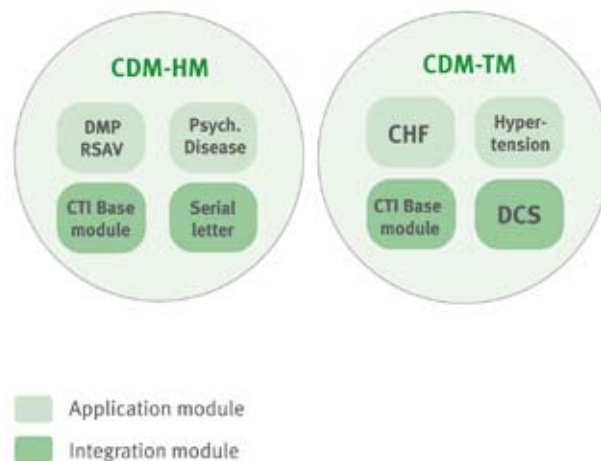
A custom fit, flexible and expandable.

Care and Disease Manager (CDM) is easy to use. This is thanks to exhaustive user and field testing. Due to its modular construction, CDM can easily be modified to suit individual needs. The result: a solution whose costs are tailored to the individual company while being able to grow with it at any time.

User friendly and tailored to fit

CDM's modular architecture is based on modern industrial standards, making the system easily expandable and scalable. The service-oriented Web-browser based Thin Client Technology additionally reduces installation and maintenance requirements. A CDM user workstation needs nothing more than an installed Web browser and a connection to the CDM server. Different types of data can be imported quickly from heterogeneous sources such as health insurer (ISKV) and medical databases, Infonet or from regional data servers. An ISKV premium partnership ensures access to the ISKV interfaces. Existing data formats such as CSV or EDIFACT can consistently be transformed to conform to the more modern and secure XML standard. An underlying import rules catalog checks the incoming data, searches for associations and prioritizes valid sources.

Product Portfolio





Effective Networking Through Forward-Looking Management

Developed in cooperation with pilot customers of the statutory health insurance sector, Care and Disease Manager (CDM) guarantees successful health care management.

With the introduction of the Health Fund beginning in 2009 and the introduction of morbidity-oriented risk structure compensation between health insurer, a new age has dawned. More than ever before, comprehensive care management will be necessary to win members for the right programs, care for them actively, and to exhaust contract potential optimally in order to achieve marginal returns.

These coming challenges were anticipated in the new version of CDM. It ensures focused management for selected groups of members can be accomplished just as simply and effectively as personalized care for specific individuals. Risk potential is measured using the existing IT systems of the health insurers. Relevant information can be imported into CDM for the purpose of identifying groups of members or individual persons according to various criteria (risk, counseling or management needs). Intelligent acquisition and controlling processes alert automatically when members need to be contacted by mail or phone.

CDM supports the efficient execution and control of all elements of care management: from integrated or family doctor-oriented health care contracts to disease management programs and effective preventative health care to case management, tariff options or bonus programs.

Contract content, partners, service providers, participating customers, regional provisions, costs or reports – CDM can manage both individual contracts and cooperation agreements. Also, documents and forms pertaining to a contract can be called up at any time.

Time for Individual Customer Care

Use of the new CDM saves valuable working time in the areas of customer acquisition and care management – time becomes available for more individual, focused and confidential counseling. That strengthens member autonomy and contributes to improved compliance. With CDM, success in care management now becomes measurable. Any reports to be prepared are done so on the basis of pre-defined criteria. These provide a daily update reflecting the trend of different parameters of care. In this manner, not only is the patient-doctor relationship reinforced, it also provides positive reinforcement of health-conscious behavior on the part of the individual member.

ICW Professional Suite: Medical Information Exchange for Professionals

With ICW Professional Suite, ICW offers tailored-to-fit solutions enabling hospitals, physicians and medical networks, as well as medical insurance funds and other health care providers to communicate and share information. They are designed with the optimization of medical processes in mind. For example, to improve the management of patient data or to tie the service providers of a specific region into a clinical or pharmaceutical network. ICW products and solutions are intended for establishing a communications platform for the secure exchange of data and an integrated health care system. Moreover, ICW solutions enable communication and data exchange over the LifeSensor electronic health record as well as networking agents of all kinds in the healthcare sector. They also support the integration of the electronic Health Card and connectivity with the eHealth Infrastructure.

Enrollment Rates – Maximize Your Potential

ICW's Care and Disease Manager (CDM) provides highly efficient support to case workers. More patients can be enrolled in health programs, and they can be retained in these much more reliably.

Health insurers can rely on CDM in many respects: automatic processes alert case workers early to emerging administrative or medical situations. Reminder functions help to ensure doctors and patients are contacted to get required information details or to take necessary action. This makes it possible to influence each individual patient in the best possible manner. This ensures patients comply with the requirements of the programs in which they are enrolled, so financial resources are used as efficiently as possible. A comprehensive reporting system ensures accountability, now and historically.



Efficient Work and High Enrollment Rates

New candidates for enrollment in health care programs can be identified quicker, because the Care and Disease Manager (CDM) ensures that interactions with customers are well managed and organized, and accordingly successful.

Clear task lists for an automated workflow.

Even teams that are small can manage large numbers of customers, because a process-oriented system of rules prioritize incoming tasks according to their importance, urgency, or date. Added are easy-to-understand task lists that automate and simplify the work procedures. Case workers can see at a glance whether measures need to be taken, or whether events have transpired that, for example, would require a change of doctors or a referral to hospital. A click of the mouse presents contact data and a summary of previous contacts, or a complete document history with source references. CDM takes customers' preferred contact times and the optimum distribution of case worker workload into account, and all measures taken, such as phone contacts, mass mailings, or accessibility are documented in an easy-to-understand way. This makes interactions with customers more transparent, and improves the rate of enrollment in disease management programs.

eHealth with Highest Standards of Quality

As an internationally operating eHealth specialist, InterComponentWare AG (ICW) is setting the standards in the healthcare market with its innovative and technically mature network solutions. Since its foundation in 1998 it has been ensuring that all participants in the healthcare system have secure and reliable access to the information they need, when they need it.

The result is a significant improvement to medical care and its management. ICW provides the Web-based health platform for networking existing systems. This is done with the help of open communications technology and on the basis of service-oriented architectures. In this manner all of the important links in the medical care chain are connected and can work together optimally.

The central element of the concept is the personal, owner-maintained health record which serves as a repository where data can be stored and retrieved. Our solutions from the ICW Professional Suite enable seamless communication both with LifeSensor and between health care providers of all kinds. The development environment and base technology for ICW's solutions and applications is provided by the ICW eHealth Framework.

Confident Planning and Intelligent Reporting

The status of each case shown simply, well organized, and up to date.

Thanks to expanded filter criteria, for instance according to health program or contact medium, and a content search function, complex individual research and analyses can be performed. Warning functions alert when prescribed examinations are missed, or when program success is endangered. In these cases, management intensity can be increased to prevent patients from dropping out of care programs. For DMP, quality assurance reports based on the requirements of the German Federal (Social) Insurance Office can be produced based on the data stored in CDM. Conversely, the continuous documentation of a patient's illness soon gains a value of its own for the patient, and this results in higher customer loyalty. The tendency for a patient to switch health insurers tends to decrease, because patients do not want to leave a valuable element of their health care, and any possible rebates, behind.

The LifeSensor Personal Health Record Can Be Integrated

Web-based and patient-managed, the LifeSensor personal health record helps health insurance policyholders to manage their own health actively and self-responsibly. Including LifeSensor in your own product portfolio or offering it as a component of your own services brings your competitive profile sharper into focus and reinforces your customer loyalty.

Involve your members more intensively in their own treatment.

The combination of enrollment in a managed health program with the offer of a LifeSensor personal health record engages patients even more intensively in their program of care. Persons with chronic illnesses, for example, can be better motivated to document their own situations, and to participate more actively in their own course of therapy.

The LifeSensor personal health record additionally offers a direct line to the customer, for example to remind about upcoming vaccinations or checkups, provide insurer-specific lists of medications, or to inform about interactions with prescribed medications or contraindications. This offers the chance to improve compliance and therapeutic success for your policyholders. Especially treatment in the context of integrated care can be much better coordinated, and success rates for preventative health programs much improved.

The LifeSensor personal health record acts as a data crossroads that allows doctors, hospitals, pharmacies, and health insurers to network and exchange patient data throughout the treatment process. Additionally, combined with the networking solutions for doctors from ICW Professional Suite, treatment and care can be managed at the highest level of efficiency.



Benefits of ICW Solutions for Health Insurers at a Glance

Comprehensive health management

- Proven instruments, such as DMP or integrated care programs, are optimally supported. New health care processes too, such as case management or telemonitoring, can be integrated and controlled comprehensively.
- Management of contract elements, for example of contracts on integrated or family doctor-centered medical care, preventative health products, or optional and supplemental coverage packages are simplified significantly.
- Integration of specialized acquisition and control mechanisms for medical contracts and cooperative ventures, and for case management, is easily possible.

Exact management through telemedicine

- Intensive programs for high-cost recipients are ease to implement.
- Easy to connect digital metering devices and to analyze data from them, so that vital parameters can be measured and monitored at home.
- Simple and managed secondary preventative health management to avoid later complications for persons who are chronically ill, such as those with chronic heart failure.

All Risk Structure Equalization Decree (RSAV) indications and F(S)IO-relevant rules are included in the DMP-RSAV module

- All RSAV indications, such as diabetes type I and II, breast cancer, asthma/COPD are included: RSAV-relevant rules are completely integrated, including regional variations in DMP, and are updated continually.
- Clear representation of all DMP documents pertaining to each customer: it can easily be seen whether quality assuring measures are needed, or if a change of doctor is called for. A click of the mouse presents contact data and a summary of previous contacts, or a complete document history with source references; invalid and preliminary documents can also be viewed.
- When needed, quality assurance reports based on the requirements of the German Federal (Social) Insurance Office can be produced.

Active Health Management

- Workflows supported, the health care process can be monitored continuously, and interventions triggered when needed. For example, customers who are enrolled in a health program can be reminded automatically when events are scheduled to occur.

Faster import of diverse data

- The inflow of data from available sources, such as ISKV, ZAS, Infonet or regional data centers, is optimized. Existing data formats such as CSV or EDIFACT can be transformed reliably to conform to the more modern and secure XML standard. An underlying import rules catalog checks the incoming data, searches for associations and prioritizes valid sources.

Work more efficiently with a task-oriented management and administration system

- Even teams that are small can manage large numbers of customers, because a process-oriented system of rules prioritize incoming tasks according to their importance, urgency, or date. Added are easy-to-understand task lists that automate and simplify daily work schedules.

Increase enrollment rates with structured and successful processes

- CDM takes customers' preferred contact times and the optimum distribution of case worker workload into account, and all measures taken, such as phone contacts, mass mailings, or accessibility are documented in an easy-to-understand way. This makes interactions with customers more transparent, and improves the rate of enrollment in disease management programs.

Intelligent reporting and comprehensive statistical functions for planning confidence

- The status of each care program and its associated treatments is shown simply, well organized, and is always up to date. Thanks to expanded filter criteria, for instance according to program, topic, contact medium, and a content search function, you can perform complex, individualized research and analyses.

Find customers, partners and service providers quickly

- Sort by accreditation or partner type, date of birth, VSNR, name, postal code radius, or regional association of statutory health care physicians.

Intuitive handling with software that is tailored to suit your needs

- Individually scalable to fit existing requirements. Operational reliability through periodic user and field testing.

Fast installation of a system that can grow as you grow

- Modular, service-oriented architecture based on the latest industry standards. Flexible customization to fit company size and expected growth. Web browser-based Thin Client technology.



Single-Source eHealth Solutions

The requirements for efficient analyses of health care data are growing. Powerful and interoperable IT solutions reduce administrative load, improve the level of information for all sides and enable the seamless sharing of data.

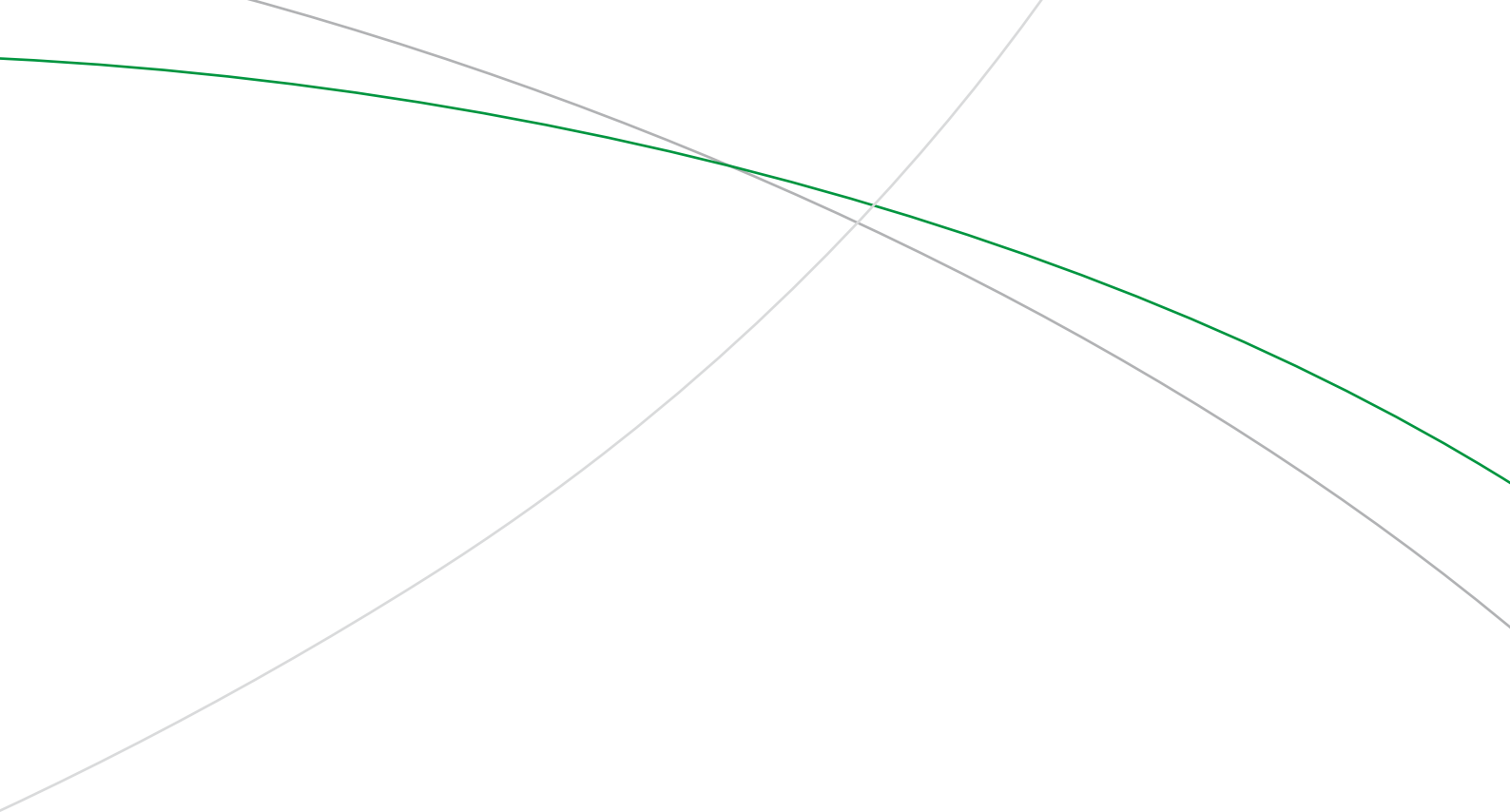
With products from ICW's Professional Suite, hospitals, health insurers and physicians can implement new healthcare concepts, communicating digitally with all of their cooperating partners without interface problems.

With Care and Disease Manager (CDM), health insurers always know the status of their patients' health care programs. Scenarios, treatment processes and information flow can be customized quickly to meet individual needs.

Hospitals actively control their own processes by integrating the heterogeneous information systems in different departments, cooperating facilities, or even different hospitals in a group, with the help of Professional Exchange Server (PXS). Medical documents for a patient such as physician's letters or test results can be collected and presented on the screen of a virtual medical record, referring doctors and follow-on care providers are optimally connected. Moreover, electronic case files enable hospitals to connect with doctors and post-hospitalization facilities.

With ICW Professional Suite, doctors can form networks for sharing medical documents such as physician's letters or test results unbureaucratically and between practices. Network-wide electronic data processing creates the necessary database for conducting analyses, for instance when negotiating rebates with pharmaceutical suppliers or for inter-practice quality management.

The combination of enrollment in a managed health program with the offer of a LifeSensor personal health record engages patients even more intensively at every point in their in their program of care. That offers the chance to improve compliance and therapeutic success for your policyholders. It strengthens patient ties to their health insurer and opens a direct channel that can be used to send reminders or important documents.



Do have any other questions?

We'll be happy to answer them! Just contact us:

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