

## VA Financial Services Center

# Veteran's Administration Financial Services Center Cuts Costs by 1/3 and Improves Customer Service

### Situation

The Veterans Administration Financial Services Center (VA FSC) process claims as a third party administrator for other government agencies, including the Immigration and Health Service's 800 Facilities in Texas where they hold detained immigrants. The IHS provides a wide range of healthcare services for these detainees through providers who submit claims to the VA's Financial Services Center.

### Business Challenge

An aging computer system was unable to provide the reports that were necessary to identify inefficient operations where administrative costs could be immediately reduced and better data could be provided to customer call centers to reduce call times.

### Business Solution

An extensive search led to the benefits and claims administration solution offered by Plexis Healthcare Systems. "Our IT staff determined that Plexis had the best combination of features in its class," said Terry Riffel, Associate Director of Financial Operations Service at the Financial Services Center.

Because the VA FSC had unique requirements in addition to the need for more efficient claims processing and benefit administration, Plexis created a custom system that integrated an efficient a document management system with an imaging system and enhanced reporting to support call center needs. Plexis furthermore enabled the development of a web front-end for accepting referrals and authorizations from 800 detention centers along the borders of the United States. Now all claims can be imaged in the VA's document management system, and a Document Locator Number (DLN) is assigned to every record so that electronic images are instantly retrieved.

The VA FSC also had special implementation requirements. For example, in order to make payments through the Treasury Department, an automated solution had to be developed to pull the EOB from Plexis with a Check file from an accounting system so a single file would be sent to the Treasury Department.

### Result: 33% Savings Plus Significant Improvement in Customer Service

"The system was ready to go in 60 days," according to Riffel. "The IHS has indicated we have reduced their costs by 1/3 or approximately \$10 million. Our customer feedback has been excellent, too. We have immediate access to claim information, so we can answer questions in real time."