



## ***Enabling a New Alliance***

### **CASE STUDY: Midwest Health Plan**



#### ***Client***

A Midwest health plan created an alliance with another health plan in order to expand their offerings by offering national coverage through the combined network.

#### ***Opportunity***

The new alliance required the Midwest health plan to exchange HIPAA compliant claims and enrollment transactions with the new business partner. The health plan needed a consulting partner, who was experienced with EDI claims and enrollment transaction sets. They selected Charter Solutions as their strategic integration partner.

#### ***Solution***

CSI used detailed claims and enrollment transaction specifications to create HIPAA compliant EDI translation maps. Charter Solutions acted as the liaison when technical issues arose between the two organizations. Charter Solutions communicated test results, issues, and process improvement opportunities throughout the development process.

Charter Solutions added National Provider Identifier (NPI) information and file structure changes to several maps to ensure that the transactions were HIPAA compliant.

#### ***Technology***

The translation software used by the client was the Global Exchange Services (GXS). The data was encrypted and the data was transferred using File Transfer Protocol (FTP).

#### ***Benefits***

Through the implementation of the claims and enrollment EDI transactions, the health plan was able to offer services through a national network.