



Healthcare

One of the nation's leaders in health care, dental, pharmacy, group life, and disability insurance, and employee benefits is dedicated to creating a better health care system. They work hard to provide their members with information and resources to help them make informed decisions about their health. The company offers a wide array of programs and services that help control rising employee benefits costs while striving to improve the quality of health care, such as case management; disease management and patient safety programs; integrated medical, dental, pharmaceutical, behavioral health and disability information. Idexcel has successfully engaged with this insurer on various projects.



- * **Help Desk for Disability Unit:** Provide distributed desktop support and infrastructure maintenance, installation services, problem resolution and help desk support using a variety of proprietary and non-proprietary software such as Microsoft Windows XP, Microsoft Office 2003, Norton Ghost, etc. Work on IT projects such as computer replacements, multifunction copier installations, and software rollouts.
- * **Project Management for Executive Management Information System (EMIS):** Converting users from the current version to the next generation EMIS including implementation and modification of DPA (Decision Point Analyst), a purchase software tool that interfaces with all corporate financial systems.
- * **Stand-Alone Vision Offering Development:** To assist in achieving its goal to be the premier provider of integrated products and services, team is working to develop a flexible vision product that includes co-pays, a separate limit specific to lenses, and a schedule of benefits specific to type of lens. The project will be adjudicated by a third party and supported by the client. The support includes the billing and administration of member eligibility and the ability to receive and integrate the adjudicated claims with the client's payment, financial and reporting systems.
- * **Utilization Case Management Database (UCMDB) Business Analysis:** Building, consolidating and implementing the new UBMDDB to provide internal users with more up-to-date member eligibility information. This project will result in the consolidation of numerous data interface activities between external entities such as state Medicaid plans, Actuarial and IT. By bringing this process completely under IT, it standardizes the processes and can ensure greater efficiency in the data transfer process.