

PARTNER CASE STUDY

USABLE Life Streamlines Reporting and EDI Process by Saving Almost 7,000 Hours of Work

Leading health insurance provider and benefits administrator gets flexible reporting capabilities and EDI thanks to PDI.

ABOUT USABLE LIFE

USABLE Life of Little Rock, AR, was created in 1993 and is an independent life, disability, accident, and specialty insurance company which maintains an “A” excellent rating from A.M. Best. Providing coverage to over 35 million individuals, USABLE Life supports independent licensees of the Blue Cross and Blue Shield Association by offering products and services alongside their medical plans.



Overview

USABLE Life of Little Rock, Arkansas was created in 1993 as an independent life, disability, accident, and specialty insurance company. USABLE Life also supports licensees of the Blue Cross and Blue Shield Association by offering products and services that complement those medical plans.

integration jobs, 410 transformations and 86 database connections. This was already a job of 3 full time people and there was concern that the data requirements and needs would only increase over time.

The Challenges

USABLE developed a one-stop shop enrollment and management system, called AccessAble Plus, so its various partners they could track their employees' benefit eligibility as well as allow new employees to register for multiple lines of benefits during open enrollment periods. USABLE's own benefit administrators would also use the same system. However, USABLE's existing database configuration used two different environments (Oracle and Microsoft) and required support from IT to develop custom SQL scripts for every customer's reporting and Electronic Data Interchange (EDI) needs. This meant that USABLE had to manually process 200,000 transactions over 2 years through 183

Goals

Jason Brannon, supervisor of data architecture, knew that a data integration solution was required if USABLE's reporting and EDI demands were to be met. Each customer, whether they were using HIPAA-standardized forms for data interchange or customized formats, needed their data pulled in specific ways, which meant dozens of different EDI files would need to be created daily. Because every new client implementation on AccessAble Plus could involve new vendors for data exchange, a scalable solution with quick time-to-implementation was key.

“We needed a reporting solution that was not only fast, but easily customizable,” Brannon said. “Our benefits administrators were extremely reliant on IT to help them create EDI files, and that required a lot of time and effort.”

The Solution

USABLE selected Pentaho Data Integration (PDI) as the data integration tool for the AccessAble Plus system. Thanks to PDI's open-source roots, it was easy for USABLE and Inquidia Consulting, the business analytics firm that helped design the AccessAble Plus data integration, to incorporate PDI into their existing platform.

Impact and Benefit

With the adoption of PDI and its support for automating the process for confirming inbound EDI eligibility, USABLE's client administrators were soon generating EDI files at a greatly accelerated pace and with minimal involvement from IT. "By automating our inbound EDI eligibility process using PDI, we eliminated the need to make over 200,000 manual transactions, saving almost 7,000 man hours of work," said Brannon. They were also able to change EDI formats and implement new layouts much more quickly in response to changing customer requests. Furthermore, Jason Brannon believes that PDI's broad feature set saved the company from having to purchase other tools. "Some tools handle database data integration functions well, while others are better at reporting, and to have the best of both worlds would require separate licenses for two tools. But PDI is like Swiss army knife, it had all the required tools we need from a data integration solution in one package that more than met our needs." Moving forward, USABLE

ABOUT INQUIDIA

- Full-Spectrum Data Services Firm focusing on Data Strategy, Architecture, Engineering, Analytics and Science.
- Extensive Expertise with Analytics Technologies, Relational/Analytical Databases, Data Integration/ETL, Big Data /Hadoop Ecosystem, Statistical Analysis/Machine Learning and Predictive Analytics
- Inquidia is headquartered in Chicago, with a national delivery footprint
- Learn more at Inquidia.com

Life is interested in identifying additional internal business processes beyond electronic data interchange that would benefit from using PDI. Based on their experience with PDI, the company is planning to adopt Pentaho Analytics in future versions of the Access USABLE Plus enrollment and management system.

ABOUT PENTAHO

- Data integration and business analytics company with an enterprise-class, open source-based platform for diverse big data deployments
- Helps organizations across industries harness the value of their data to find new revenue streams, operate more efficiently, deliver outstanding service and minimize risk
- Pentaho has over 15,000 technology deployments and 1,500 commercial customers
- Learn more at Pentaho.com

Results

- New EDI file development went from days to hours (or even minutes)
- Automating the EDI process with Pentaho Data Integration saved 7,000 man hours in IT support
- Flexible process allows the data team to adjust the format of the EDI files without IT support