

## Using Information Technology for Compliance: 2001 Best Practice Forum Sheds New Light

*Many attendees at the 2001 Healthcare Best Compliance Practices Forum in Washington, DC this past April participated in a special program on our agenda, the Information Technology Solutions Forum (“IT Forum”). We were pleased to offer participants the opportunity to hear from three carefully selected IT providers whose products and services have direct application to the work of the compliance professional in healthcare organizations. This article presents an overview of each company that participated, including contact resources for further information. (Note: The Pastin Report does not accept advertising or promotional fees).*

### Healthworks Alliance, Inc.

The web site for **Healthworks Alliance, Inc.** (“Healthworks”) will catch the attention of health care compliance professionals. Visitors to their website are invited to explore “the latest innovation in ways to help you maximize your reimbursement by maximizing your compliance.”

The company has three primary areas of focus: . . .

### XIFIN, Inc.

For those of you struggling with the challenges of compliance in claims processing and accounts receivable management for clinical laboratories, XIFIN™, Inc. (formerly Medical Business Applications) offers a solution.

Compliance problems can be extraordinarily costly for laboratories, in dollars and reputation. Most result from claims management errors, which the XIFIN system has been specifically designed to address. Using **eAutomation™**, XIFIN offers web-based applications and services that simplify the administration and management of the billing department’s compliance program. The system helps clients identify, segregate and “manage” potential errors — automatically, in real time, as an integral part of the billing process — thus reducing bad debt, improving days sales outstanding (DSO), and reducing billing department resources assigned to “working” problem claims.

XIFIN’s transaction technology, **eAutomation™**, essentially automates the entire billing function. The system employs four key technologies:

- **Conditional Processing** — enables comprehensive process automation and communication integration
- **High-End Relational Database** — optimizes data access, management and reporting while maximizing scalability
- **“Universal” Communication Interfaces** — provides access to all needed data resources, users, process, participants and services
- **ASP Model** — ensures optimal system maintenance while reducing the overall IT expenses and investments related to creating and maintaining a billing system.

The XIFIN order entry application automatically guides and prompts users to produce a “clean” submission. Orders are flagged for missing or incorrect data and compliant ABNs are generated automatically for limited coverage tests.

At the heart of the system is a closed-loop error processing utility that organizes and automates the management and processing of accessions that are unbillable or denied. It also categorizes and organizes all accessions with errors and estimates the value of the accounts receivable in question. Billing managers are now able to quickly identify, assign, track and resolve errors on-line.

In addition, unlike legacy systems, the system’s design permits seamless integration of current and future on-line functionality such as eligibility adjudication, remittance, EOBs, electronic funds transfers, coordination of benefits, and referrals. Together with its partner, MedUnite, XIFIN will begin to offer many of these new services in the coming year.

Besides the capability to prevent, identify, report and record potential compliance violations, the system permits clients to incorporate lab-specific compliance guidelines directly into the workflow. Additionally, the system can automatically generate and record correspondences such as the annual pricing disclosure statements.

XIFIN establishes and maintains partnerships with, and interfaces/connectivity to clearinghouses, payors, government agencies and other on-line information and data sources. Reference databases (e.g., ICD-9, CPT, LMRP, UPIN), business rules, and compliance logic are always up-to-date. XIFIN also offers an on-line newsletter, keeping those interested in billing related topics informed of fast-breaking news and developments.

For additional information, you may visit the company web site at [www.xifin.com](http://www.xifin.com) or email [info@xifin.com](mailto:info@xifin.com). XIFIN CEO, Lâle White, may be reached at 2233 Faraday, Suite A, Carlsbad, CA 92008 Tel: (760) 804-0770 ext 11; Fax: (760) 804-0851.

## Gateway File Systems Inc.

No matter how good your information systems are, if they are not secure or accessible, your risks are great. Gateway File Systems Inc., a research and development company based in Victoria, BC, Canada, offers a solution. The company specializes in secure point-of-service, web-based imaging solutions for the health care industry. One of these . . .

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