

## ABOUT THE CLIENT

EK Health is a leading managed care organization that offers medical case management to workers' compensation and liability clients. Clients trust EK Health to successfully navigate and resolve the complexities frequently encountered in workers' comp healthcare.

# EK HEALTH TRANSFORMS WORKERS COMPENSATION CLAIMS PROCESSING WITH DECISIONS

## BUSINESS CHALLENGE

EK Health has built a reputation as a leading managed care organization for worker's compensation clients. As EK Health transformed the managed care industry, their manual billing process remained a stagnant concern. Manually processing invoices was time-consuming, expensive, and difficult to track. This process was further complicated by each state requiring distinct billing rules and documentation for workers' compensation. Greater volumes of clients left the billing process susceptible to inaccuracies from manual errors, threatening leaks in profitability and weakening customer service. If EK Health wanted to keep the lead in their industry, their billing practices needed an overhaul.

## APPROACH & DISCOVERY

Mark Hostetler, VP of Information Management at EK Health, was motivated to build their own billing platform after negative experiences with third-party products. "We desired specific feature enhancements and for the application to adapt to our needs, and we had no control over that. Having the opportunity to control our own destiny was as important to the organization as the actual product."

EK Health needed a mature billing platform capable of reviewing, processing, and filtering workers' compensation invoices through state-level rules. An internal development team assembled to determine their needs for such a build, which included an accessible user interface, business rules capability, and a powerful rules engine prepared to handle numerous billing processes and datasheets.

The team evaluated the features and prices of several companies, but they worried about disappearing in a pipeline of service requests. EK Health didn't want to just purchase technology – they wanted to collaborate with a partner to help them reach their process automation goals, every step of the way.

EK Health concluded that Decisions would provide them with the best tools and service for their needs. Not only did Decisions offer the robust rules engine and visual workflow tools necessary to build an adaptable billing platform, but unlike their competitors, showcased an engaged team prepared to work alongside EK Health to shape their destiny. "Decisions really worked with us to understand the issue we needed to solve and collaborated with us on our solution."

## IMPLEMENTATION

EK Health was assigned a Decisions engineer who ensured the solution developed by the team was properly executed. The engineer directly supported the implementation of the Decisions software and served as a trainer for EK Health's in-house developers during their initial builds. With his guidance, EK Health initiated the migration of their clients from their third-party product to the new platform.

However, as EK Health migrated clients to the Decisions' platform, they neared the expiration of their third-party vendor contract. To avoid extending the expensive contract, Mark's team doubled their working pace.

Migrating thousands of clients to a new system at such a rapid speed ran the risk of quality issues and further time delays. The Decisions team helped EK Health navigate to the new platform, employing the software to streamline multiple processes of the migration, minimizing the risks of moving so quickly. The no-code tools saved EK Health weeks of manual processing time and avoided common billing system migration errors. "We would not have had the luxury of that efficiency had we been using other technologies."

## RESULTS & IMPACT

In the first week of May 2021, EK Health completed their client migration, successfully moving 100% of their clients to their Decisions billing system. In addition to the efficient migration of their client database, EK Health has built rulesets for 50% of the states, effectively automating 95% of their billing volume. The Decisions workflow designer and rules engine streamline their billing process for greater efficiency and filter each request through a set of tailored rules, requiring minimal manual input. As they continue to build new rulesets, EK Health has observed heightened accuracy across billing calculations and reports.

EK Health has leveraged other Decisions' features to automate scheduling jobs, delivering email notices, and performing background processes. Jeff Vogel, EK Health's Principal Solutions Architect, loves the efficiency and time earned back. "I'm often setting-and-forgetting tasks that used to be so tedious. We now automate processes that once consumed so much time."

The ongoing success of EK Health's billing project has the team excited for future endeavors. While their focus remains on their core product, they envision new uses for Decisions to automate internal workflows for their HR and Marketing Departments.

## ABOUT DECISIONS

With the Decisions no-code automation platform you can fix the customer experience, modernize legacy systems, ensure regulatory compliance, and automate anything in your business.

We help people who know what to do, get it done, and change their world.

[See how at decisions.com](https://decisions.com)



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