



**BlueCross BlueShield
of South Carolina**

An Independent Licensee of the
Blue Cross and Blue Shield Association.



FINANCIAL STABILITY
NETWORK STRENGTH
CUSTOMER SERVICE
LEADING EDGE TECHNOLOGY



**Steps and Standards
To Power Real-Time
Adjudication**

Step 1 – 100% Self Service

- Consideration
 - On all IT projects make the first question be How can this solution be leveraged directly to the end user?
 - Eliminate full service calls

Step 2 – Constituent Recognition

- Consideration
 - On all IT projects make the second question be How can this solution be leveraged across constituents?
 - Members
 - Providers
 - Agents
 - Employers

Step 3 – Service Channel Recognition

- Consideration
 - On all IT projects make the third question be How can this solution be leveraged to all channels?
 - Full service
 - Self service
 - VRU
 - WEB
 - EDI
 - POS Devices

Step 4 – Single Data Source

- Consideration
 - On all IT projects do not allow the creation of data sources where data sources already exist.

Step 5 – Enterprise Architecture

- Consideration
 - All IT projects must meet Enterprise Architecture standards and EA standards are enforced.

Step 6 – Governance

- Consideration
 - IT must be actively governed by documented policies and standards that are enforced.

Step 7 – Real-Time Adjudication

- Consideration
 - Real-Time and Batch
 - Processor choice
 - Response Time
 - Operations Impacts
 - Support File Maintenance
 - Audit Trail
 - Monitoring
 - Capacity



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Questions ?