Advanced Contract Review and Approval Workflows

Guardian's review and approval workflows make it simple for staff to request a review or approval and automatically route that information to the appropriate constituent. Payers can set up rules and privileges specifying who needs to review a contract, who has the authority to approve it, and who can publish it. Guardian forwards the correct content to the appropriate parties, records all revisions, and sends out automatic status reports to designated reviewers.

Payers can also set up approved sets of language and rates that staff are permitted to use. If a deviation occurs, Guardian can trigger a review or approval cycle. For instance, if a contractor in the field wants to specify a rate outside of the approved range, Guardian can automatically request approval from the appropriate parties and eliminate the possibility of erroneous rate discrepancies.

Publication of Contract Data to Approved Parties

Specific contract information needs to be shared with those that will be executing the details of the agreement. Guardian can create a publication with a set of pertinent data for a specific post-contracting task, such as claims processing, and automatically send it to the correct individual for review.

Pre-configured Payer-Centric Reports

Guardian includes built-in reports that are specific to provider contracting. Standard reports include a rates materiality report, aging report, exception report, language materiality report, and more. Users also have the flexibility to create custom reports that meet the needs of their organization.

Figure 2

Rate Exception Report

Secure Online Negotiation

Guardian enables payers to send out documents for negotiation via secure e-mail. Providers cannot edit the documents, but can conduct online discussions. All comments are captured, tracked and cross-referenced with the clause, term or rate being discussed. Guardian captures the intent of the contract and more importantly creates an audit trail of the language that shows its evolution, which is paramount in a today's litigious environment.

Figure 3

Review and Approval Workflow

Secure Electronic Distribution and Signature

Guardian is the only solution in the marketplace today that allows payers to distribute contracts electronically to providers and lets providers execute contracts via an electronic signature. Guardian meets or exceeds all the state requirements for electronic contract execution, and does not require any special client software.

Making Payer-Centric Contracting Simple

Guardian Contract Manager offers payers a simple yet highly functional approach to provider contract management. Designed from the payer perspective, Guardian is creating a new approach for reducing the complexity of provider contract management. To this end, Guardian is the only solution to effectively automate this paper-burdened process for healthcare payers.

About Kryptiq

Kryptiq is the leading provider of interoperability and workflow connectivity solutions for healthcare. Kryptiq streamlines healthcare communications among patients, providers, pharmacies and payers with secure messaging, electronic prescribing, disease management, and contract management technologies. By integrating these solutions with existing systems and applications, Kryptiq enables the trusted transport of health information where and when it is needed. Kryptiq's fast growing customer base includes many of the nations top 100 integrated health networks, spans 44 states plus Washington, D.C., and includes well-known providers and payers such as Providence Health System, Capital Region Healthcare, MeritCare Health System, Eastern Maine Healthcare, Blue Cross and Blue Shield of Minnesota, and Northwest Permanente.

KRYPTIQ
Software to Connect Healthcare

Guardian Contract Manager™ - The First Provider Contracting Solution for Payers

Solution Migrates Paper-Based Contracting to Payer-Centric Contract Management

Executive Summary

Healthcare payers are constrained by inefficient and costly paper-based processes for **managing contracts** with network providers. Payers have longneeded a provider contract management solution that is designed to meet their **unique** business needs, which includes the ability to securely **exchange information** both within and outside of the organization; deliver proactive **plan management;** provide staff **visibility** into the contract data; and **integrate** with existing critical information systems.

KRYPTIQ
Software to Connect Healthcare

Simplifying the **Complexity** of Contract Management

The Paper Problem

There are approximately 1,000 healthcare payers in the United States. Each payer creates and maintains contracts with anywhere from 500 to 100,000 separate providers of health services. The sheer volume of contracts presents payers with enormous data management challenges.

According to a recent report by Forrester Research, provider contracting continues to be one of the last bastions of manual processing at most health plans. Of the 20 plans that Forrester recently surveyed, only five had any type of contract management application.

The current paper-based process, in which information is stored in disparate databases and isolated filing cabinets, stalls productivity and makes information sharing nearly impossible.

Finding a **Simple** Way to **Manage** Payer and Provider Contracts

The Importance of Payer Centric Design
Electronic contract management solutions are typically generic, lacking the ability to accommodate the specific complexities of payer/provider contracting. Generic solutions function similarly for everyone, regardless of whether the end-user is a healthcare payer or an equipment supplier. While a generic contracting solution can be customized, doing so requires additional costs and time-consuming development work.

Unique to provider contracting is the need to track the complex web of relationships inherent in healthcare, such as sub-contracting and group contracting. Generic contract management solutions do not account for these complexities.

The Call for End-To-End Connectivity
Simple and secure connectivity drives online negotiation between providers and payers. The efficient distribution of contracts between and among internal and external constituents streamlines the flow of information to all parties so that the right information is available where and when it is needed.

The Value of Contract Visibility and Reporting
A viable solution for contract management requires a combination of both visibility into contract data and tools to facilitate complex reporting. This combination provides insight into potential risk inherent to paper-based provider contracting.

The Benefit of Simple Integration with Existing Systems
Healthcare payers utilize numerous information systems to streamline business processes such as claims payment, credentialing and customer relationship management (CRM) applications. An effective contract management solution should enable payers to leverage their investments in existing systems to enhance the contracting process.

Guardian is designed with healthcare payers in mind

Solution: Payer-Centric **Contract Management**

Guardian Contract Manager is a modular end-to-end contract management solution designed specifically for healthcare payers manage their provider contracts.

Designed For Payers
Guardian's sole focus on provider contracting enables reduced total cost of ownership and shortens the implementation process. The cost for implementing Guardian is far less than customizing a generic solution, developing one internally, or using existing paper-based processes. Guardian implementations are typically under four months compared to the 12 or more months spent customizing a generic solution. Moreover, staff quickly understand Guardian's payer-centric interface that maps to their existing provider contracting workflows.

End-To-End Connectivity
Guardian enables contract data to be accessed by all contracting constituents – instantly, easily and securely. Additionally, Guardian empowers healthcare payers to manage their contracts with external providers by enabling fully auditable electronic negotiation, distribution, and signature.

Contract Visibility
Guardian provides a central repository for all information related to contracting, including legal language, rate information, provider data, and negotiation history. This gives payers immediate access to company-wide contract data, enabling creation of reports to assist in analysis, financial projections, and organization-wide auditing.

Integration with Existing Systems
Guardian has the flexibility to integrate easily with payers' existing critical information systems. This extensibility is possible through a library of application programming interfaces (APIs) and a developer's toolkit that allow Guardian to unify payer information to increase data integrity across the entire plan.

Unique **Payer-Focused** Functionality

Guardian Contract Manager is comprised of a core application and additional add-on modules.   The core application enables payers to manage contract language, providers, and rates, create custom and standard contracts, review and approve contracts, create and view standard reports, and manage a variety of other common provider contracting tasks and workflows.

Additional modules are available to extend the functionality of the core application. Users can create custom publications for sharing contract information with specific audiences, conduct online negotiations, and distribute and execute contracts with electronic signature.

Contract information is now easily shared across the organization

Guardian's extensive functionality includes:

Integrated Rates Database and Modeler
The rates information is stored as discrete data elements that are integrated with provider information, reporting features, and other functionality. A payer can perform dynamic searches and data mining of rate information. For example, a payer can view rate deviations for all pediatricians in a geographic region and run extensive reports for detailed rates analysis.

Unified View of Provider Information
The process of tracking the complex web of relationships inherent in healthcare contracting, such as sub-contracting and group contracting, is streamlined through the Guardian centralized provider database, which consolidates all provider information in one place.

Creating Standard and Custom Contracts
Guardian makes it possible for payers to create both standard and custom contracts. For instance, a payer can quickly create individualized contracts for all their providers in a region that are credentialed as cardiologists, in a few mouse clicks. Generic contracting solutions cannot address standard contracts and typically treat each contract as custom and individualized.
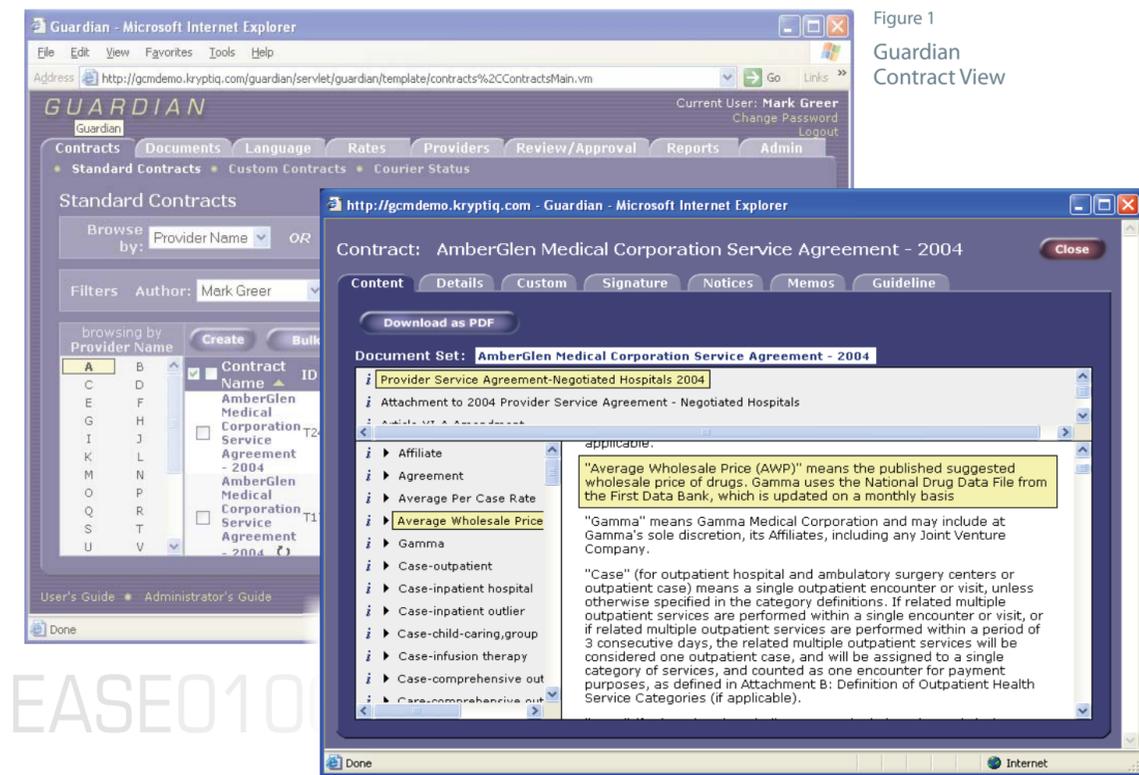

Figure 1

Guardian Contract View