



CUSTOMER SUCCESS STORY



Utah Health Information Network

Utah Health Information Network (UHIN)

HTP instrumental in establishing first recognized RHIO

Customer Profile

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David K. Sundwall MD
Executive Director
Utah Department of Health

UHIN Overview

The Utah Health Information Network (UHIN) is a community-based coalition of healthcare insurers, providers, and other interested parties, such as state government. UHIN participants have come together for the common goal of reducing healthcare costs through data standardization of administrative health data and electronic commerce (EC).

Having a Vision

The long range goal of UHIN is to provide the healthcare consumer with services that reduce costs and improve healthcare quality and access. UHIN accomplishes this by:

- creating an electronic value-added network
- linking community healthcare participants
- supporting interchange of financial and clinical information
- standardizing healthcare transactions and healthcare reporting, electronic interface development and communications services
- gathering and providing data to a statewide data repository

Early Options

Starting in 1993, UHIN employed a dial-up system to exchange claims and remittances. This time-consuming procedure involved providers dialing-in to the central server to exchange their files. Payers then dialed-in and either picked-up or dropped-off their files.

UHIN was in search of a real-time system, one that was more interactive for participants trying to complete eligibility and claims status transactions. UHIN required a system capable of doing higher volumes of transactions at a more consistent and secure communication level than dial-up.

Looking to available vendors, UHIN invited several major players in healthcare information services to submit a proposal and required those companies to participate in a pilot testing program to access the feasibility of their solutions. After working 9 months with these vendors, not one had been able to complete the pilot testing program.

HTP Technology Meets the Challenge

A chance meeting between a founder of HTP and a member of the UHIN executive management led to the opportunity for HTP to participate in the process. UHIN required HTP to respond to the RFP/RFI and complete the pilot testing program. In only two weeks, HTP had completed the pilot program and the UHIN executive board contracted with HTP to develop the UHIN solution that is in use today.

Overwhelming Results

Utah citizens and employers now realize healthcare costs 25 percent less than the US average. This is in large part due to the UHIN network and the HTP technology it is built upon. According to Bart Killian, executive director at UHIN, *"HTP's technology is at the core of our success."*

As of today, 100 percent of the hospitals, laboratories, local health departments and mental health centers in the state of Utah are connected to the Utah Health Information Network. An overwhelming 85 percent of commercial claims are now paid within 7 days. UHIN also connects 95 percent of the doctors and 90 percent of the chiropractors. UHIN is now beginning to work with the dental community as well.

In addition, the Utah Insurance Department is required by state law to adopt standards for

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**Bart Killian,
Executive Director, UHIN**

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healthcare claims and related issues—they have now chosen to adopt the UHIN standards as state standards.

How It Works

Utilizing the HTP technology capabilities, UHIN exchanges all mandated HIPAA healthcare transactions. It operates as a centralized, secure network through which healthcare transactions pass. Providers can submit electronic claims to all UHIN payers using a single standardized format. In return UHIN payers, and national payers via clearinghouses, respond with standardized electronic remittance advices. UHIN transactions are sent directly between the computers of the provider and the payer. Subscribers to the network can send and receive UHIN transactions or transactions with 3rd parties directly in their office any time of the day or night, any day of the year.

The Benefits

Statewide adoption of HIPAA standards has resulted in significant monetary and labor savings and meets the healthcare industry’s need for administrative simplification.

Standardized data formats hold tremendous cost savings for both payers and providers as each can automate transactions they send and receive. For payers, the primary savings come in receiving claims in a known format. This allows payers to directly place this information into their electronic claims payment systems and, in many cases, adjudicate the claim the same day it was received without any human intervention.

Working Together

The building of the first recognized functioning RHIO was truly a collaborative effort. A partnership was formed with the community, UHIN and HTP, working together to develop a solution that was beneficial to all. HTP succeeded where others had failed by seeing the need for a universal product that could be used by anybody, a product that could only be realized through community involvement in the planning and development. *“HTP was very focused on meeting our needs. Their open architecture and*

collaborative approach meshed very well with our requirements,” said Killian. *“HTP is better than any technology provider we have ever dealt with in being flexible, meeting deadlines and delivering the product.”*

Clinical Initiatives

UHIN and HTP have implemented system enhancements to exchange clinical transactions. While saving dollars is important, the true importance of standardized clinical transactions is in saving lives. HTP has developed the latest generation service-oriented architecture that allows the rapid and accurate movement and authorization of clinical information throughout the healthcare system. UHIN is performing clinical information exchange for Real Time Outbreak and Disease Surveillance (RODS) public reporting. They will also be using the system extensively for National Council for Prescription Drug Programs (NCPDP) claims.

About HTP, Inc.

HTP develops software for the healthcare industry that improves profitability and service quality for hospitals, physician groups, managed care organizations, third-party administrators, regional health information organizations (RHIOs) and public sector health plans. Based in Columbus, Ohio, HTP supports 170 customers, including 90 hospitals and 60 health plans, by translating and moving more than 15 million transactions per month.

HTP brings unparalleled experience on the provider, payer and clinical sides of the healthcare industry. The company leaders combine more than 60 years of experience in healthcare IT management and software solution development. The cofounders continue to play instrumental roles in the development of national healthcare transaction standards, allowing HTP to deliver on the promises of HIPAA and evolving national standards for interoperable health information exchange.

To learn how HTP’s software is transforming healthcare information exchange for providers, payers and RHIOs, call 614.396.4549 or go to www.htp-inc.com.