



TIBCO Foresight Transaction Insight  
Automation Platform and Specialty Applications

# TIBCO Foresight Transaction Insight

## TRANSACTION INSIGHT AUTOMATION PLATFORM

### ULTIMATE IN VISIBILITY AND CONTROL

Transaction Insight provides the ultimate in visibility and control over the entire healthcare transaction lifecycle. It's the most advanced and widely implemented transaction automation platform in the industry. The core Transaction Insight platform provides you and your partners with advanced reporting, secure portal technology, and research capabilities.

ES PERFORMANCE

#### SALES BREAKDOWN

Production 11%  
Outsourcing 4%  
R & D 3%  
Distribution 9%  
Marketing 15%  
Sales 58%

Healthcare organizations are being challenged to provide better quality services and comply with demanding regulatory requirements – all while keeping costs in check. TIBCO understands the associated IT challenges and knows how to navigate the fast-changing healthcare environment and prepare for initiatives like HIPAA 5010 and ICD-10.

With the integration of Foresight Corporation, TIBCO adds 20 years of leadership in EDI management and innovative healthcare solutions to extend the breadth, depth and credibility of our healthcare capabilities. It's why healthcare organizations – including a majority of BlueCross BlueShield organizations and plans covering over 100 million members – are using TIBCO solutions today.

### Transaction Insight Specialty Applications

There's no one-size-fits-all solution. That's why we've created specialized data validation, presentation, and error correction modules as extensions of the TIBCO Foresight™ Transaction Insight® automation platform:

**TIBCO Foresight™ Claims Correction Manager:** Accelerate and optimize claim transaction processing through improved validation, reporting, and correction of HIPAA 837 and 27X claim transactions.

**TIBCO Foresight™ Claims Attachment Manager:** Enable your partners to upload electronic claim attachments and associate them with the appropriate claim documents to reduce paperwork and speed decision times.

**TIBCO Foresight™ Enrollment Correction Manager:** Validate and correct enrollment transactions in standard HIPAA 834 and proprietary formats to speed the onboarding of new members and reduce pending and rejected claims due to failed enrollments.

**TIBCO Foresight™ Payment Correction Manager:** Accelerate payment reconciliation by ensuring HIPAA 835 remittance advice files are balanced and accurate before claim payments are made.

# TIBCO FORESIGHT TRANSACTION INSIGHT

Transaction Insight provides the ultimate in visibility and control over the entire healthcare transaction lifecycle. It's the most advanced and widely implemented transaction automation platform in the industry. The core Transaction Insight platform provides you and your partners with advanced reporting, secure portal technology, and research capabilities.

## Advanced Reporting

Get enterprise-wide, partner-specific, and detailed transactional reporting and alerts. And share that information with staff and partners who are responsible for improving performance.

- **Business Activity Monitoring (BAM):** Gain insight and control over your operation with detailed reporting, including success rates, errors, volumes and partner comparisons. All Transaction Insight reports can be filtered by transaction, partner, line of business, and any other user-defined transaction-based element. Reports are also capable of export to Excel, pdf, and other formats.
- **Transmission Reporting:** Track file transmissions, communicate success/failure status, and find errors within a file with detailed transmission reporting.

## Secure Portal Technology

View, share, and correct transactions through Transaction Insight's secure portal, or link to your existing portal to provide reporting and transaction access.

- **Strict Access Controls:** Guard against unauthorized access to information with role-based access permissions for the Transaction Insight portal, ensuring only authorized partners and staff can view and edit information based on partner, transaction type, error type, line of business and more.
- **Internal Portal:** Let your staff access reporting and transactional detail so they can answer questions on the first call. You can even link to external systems via APIs and web services to feed related information like claim status, so they don't have to log-in to multiple systems.
- **External Portal:** Give your partners and original submitters the self-service ability to view detailed performance reporting, check status of claims and related transactions, and see individual transactions in a familiar form-based view, so they can identify and fix their own problems without calling your help desk.
- **Error Correction Facilities:** Transaction Insight offers specialized form-based error correction facilities for claims, enrollments, payments and eligibility. Your staff will save time researching and resolving problems.

## Research Capabilities

Save time answering questions with advanced search and transaction matching capabilities.

- **Facilitated Searches:** Easily find specific documents from the Transaction Insight database with a powerful search function. Upon selection, documents are displayed in a familiar form-based view with errors clearly noted, so your staff can answer questions on a single phone call.
- **Document Matching:** Access related documents through rules-based matching, including –
  - o Claim / Payment
  - o Claim / Claim Attachment
  - o Eligibility Request / Eligibility Response
  - o Status Request / Status Response

# TIBCO FORESIGHT CLAIMS CORRECTION MANAGER

As an extension of the TIBCO Foresight Transaction Insight automation platform, Claims Correction Manager accelerates and improves claim transaction processing through specialized validation, reporting, display, and error correction of HIPAA 837 and 27X claim transactions.

## Improve the Efficiency of your Claims Operation

- **High-Speed Claim Validation:** Using the fastest transaction validation engine, good claims are passed for adjudication while non-compliant claims are split and routed for correction. Claims Manager is used by healthcare organizations that process in excess of two million claims per day.
- **Partner and Provider Communication:** Inform your partners and providers of claim status through detailed performance reporting and proactive alerts with links directly to errors within documents.
- **Work Queue Management:** Automatically assign troubled claims to specialized teams based on partner, line of business, transaction type, error types, geography and other user-definable criteria. Track your teams' productivity, with automatic performance reporting.
- **Form-Based Transaction View:** See claims documents in a familiar form-based on-screen document view. Errors are clearly highlighted on the screen with direct links to the appropriate companion guide for detailed description of the problem, so you don't need to be an EDI expert to find and interpret errors.
- **On-Screen Error Correction and Re-Submission:** Allow your staff and partners to correct and resubmit claims transactions through the Transaction Insight portal or your own custom portal for immediate re-validation and processing.

### The Benefits

- Reduce expenses related to claims research and re-work through improved access to information and on-screen display and error correction.
- Eliminate full-batch claim rejections by splitting and re-routing claims.
- Reduce the volume of provider phone calls for status updates.
- Improve provider relations through empowerment and information.

# TIBCO FORESIGHT CLAIMS ATTACHMENT MANAGER

Healthcare organizations send and receive millions of pieces of paper daily in claim attachments alone: X-Rays, MRIs, lab results, and much more. Producing, mailing, receiving, scanning, scoring, and associating these attachments with the appropriate claims is time-consuming, inefficient, and expensive. Now there's a better way.

As an extension of the TIBCO Foresight Transaction Insight automation platform, Claims Attachment Manager simplifies healthcare claim management processing, speeds adjudication, and reduces administrative costs.

## Link Attachments to HIPAA 275 Transactions

- **Direct Data Entry Portal for Claim Attachments:** Providers login to Claims Attachment Manager through a secure web-based portal and upload files with supporting information to be associated with specific claims.
- **Generate a HIPAA-Compliant 275:** Claims Attachment Manager generates a fully-formed, HIPAA-compliant 275 transaction, ensuring the information you receive meets Types 1-7 edits and your business rules.

## Process Claim Attachments Efficiently

- **Fast, Single-Pass Validation:** Whether the 275 transaction was created by Claim Attachments Manager or is received from another source, TIBCO's technology is able to validate EDI and XML in the same validation pass.  

This means you can ensure the X12-based 275 transaction and the HL7-based claim attachment payload are compliant with all HIPAA requirements and your partner-specific business rules without creating a processing bottleneck.
- **Match Attachments to Claims Automatically:** Automatically matching attachments to claims saves research time by allowing your staff and partners to view all related transactions related to a patient or document. Rules-based matching technology is built on industry best practices, but it can also be modified to meet your specific business needs.
- **Store Attachments Efficiently:** Save disk space by automatically compressing attachments for storage in the data repository. Or, you can link Claims Attachment Manager to your own existing repository through web services and APIs.

## View and Share Attachments in a Secure Portal

- **Access Attachments through the Transaction Insight Portal:** Speed the claim decision process by searching for documents by name, claim number, provider, and more. Matching technology identifies related transactions and allows direct-link access to additional documents and attachments. You can also expose the Transaction Insight portal to your providers for two-way communication.
- **Control Access with Role-Based Permission:** Ensure only the right personnel have access to claims and their attachments, with Transaction Insight's role-based access permission controls.

### The Benefits

- Dramatically reduce paperwork by allowing partners to upload attachment files and associate them with specific claims.
- Speed claim adjudication decisions by ensuring attachments are received, linked to the appropriate claim, and available.
- Reduce call volume by avoiding claim adjudication delays.
- Improve provider relations by speeding the accurate processing of eligibility requests and claims.

# TIBCO FORESIGHT ENROLLMENT CORRECTION MANAGER

As an extension of TIBCO Foresight Transaction Insight, Enrollment Correction Manager streamlines the enrollment process for healthcare organizations through specialized validation, reporting, display and error correction of HIPAA 834 and proprietary format enrollment transactions.

## Improve the Efficiency of your Enrollment Process

- **High-Speed Enrollment File Validation:** Using the fastest transaction validation engine, ensure benefit enrollment and update files (in HIPAA 834 and proprietary formats) are compliant with standards and your custom business rules. Problem transactions are flagged with configurable error messages to facilitate correction.
- **Splitting and Routing:** Eliminate full-file rejection of change/update files by splitting bad records and allowing the remainder of the file to proceed. Full file positives that cannot be split are routed to the appropriate team for correction.
- **Plan Sponsor and Employer Communication:** Inform key stakeholders of enrollment file status through detailed performance reporting and proactive alerts with links directly to errors within documents.
- **Work Queue Management:** Automatically assign rejected enrollment transactions to specialized teams based on partner, line of business, transaction type, error types, geography and other user-definable criteria, and track your teams' productivity with automatic performance reporting.
- **On-Screen Error Correction and Re-submission:** Allow your staff, plan sponsors and employers to correct enrollment transactions and re-submit through the Transaction Insight portal or your own custom portal for immediate re-validation and adjudication. Common errors within a file can be corrected in a single, global update for all plan members.

### The Benefits

- Improve claim auto-adjudication rates by ensuring member profile records are up to date before claims are received.
- Reduce call volume by avoiding denials of service due to enrollment records not being processed timely.
- Improve member relations by reducing denied claims due to missing or incorrect profile information.
- Strengthen provider relations by reducing failed eligibility requests and pended claims.

# TIBCO FORESIGHT PAYMENT CORRECTION MANAGER

As an extension of the TIBCO Foresight Transaction Insight, Payment Correction Manager simplifies the HIPAA 835 remittance advice process to accelerate payment reconciliation.

## Improve the Efficiency of your Payment Reconciliation Process

- **High-Speed Electronic Remittance Advice File Validation:** Using the fastest transaction validation engine, ensure HIPAA 835 Electronic Remittance Advice (ERA) files are compliant with standards and your custom business rules. Problem transactions are flagged for errors such as incorrect coding, improper adjudication, imbalance conditions and other user-defined conditions.
- **Proactive Alerts and Work Queue Management:** Automatically alert your staff of failed payment transactions and assign rejected ERA transactions to specialized teams based on partner, line of business, error types, geography and other user-definable criteria.
- **On-Screen Error Correction and Re-Submission:** ERA transactions are presented in an intuitive Explanation of Benefits style form-based view, with errors clearly indicated and noted with links to your companion guide for easy identification of reason for failed validation. Your staff can make corrections and submit the 835 for re-validation and release the provider's payment.

### The Benefits

- Reduce research and rework by automatically removing improper and imbalanced payment transactions before payment is made.
- Reduce call volume by avoiding payment delays.
- Enhance management reporting with identification of key metrics and dashboards.

#### About TIBCO

TIBCO Software Inc. (NASDAQ: TIBX) is a provider of infrastructure software for companies to use on-premise or as part of cloud computing environments. Whether it's optimizing claims, processing trades, cross-selling products based on real-time customer behavior, or averting a crisis before it happens, TIBCO provides companies the two-second advantage™ – the ability to capture the right information at the right time and act on it preemptively for a competitive advantage. More than 4,000 customers worldwide rely on TIBCO to manage information, decisions, processes and applications in real time. Learn more at [www.tibco.com](http://www.tibco.com)

**Global Headquarters**  
**3303 Hillview Avenue**  
**Palo Alto, CA 94304**

**Tel:** +1 650-846-1000  
+1 800-420-8450  
**Fax:** +1 650-846-1005

[www.tibco.com](http://www.tibco.com)

