



## Vhi Healthcare – Primary Care Claims System

### Client and project background

Vhi Healthcare is Ireland’s leading health insurer and has provided healthcare cover for Irish consumers since 1957.

Vhi Healthcare engaged with Curach Consulting and Inpute Technologies to design and implement a Primary Care Claims system to achieve efficiencies in the processing of Primary Care claims. Primary Care claims relate to GP visits, physiotherapy, alternative medicines and other approved treatments that do not involve visiting a hospital.

### The challenge

Primary Care is an important and growing part of the healthcare market. As Primary Care is, for many people, their main experience of healthcare, offering cover for this type of visit is critical to customer retention. However, whereas claims for hospital treatment are typically high-value, often running into thousands of euros, Primary Care treatment is lower-value; typically in the tens or hundreds. The challenge was to find a solution that would facilitate quick and efficient settlement of these claims, prevent fraudulent claiming and allow for rule changes without further development work.

### How we helped

Vhi Healthcare architected a claims processing system based on an Oracle 10g database with an Oracle Forms user interface. Curach Consulting assisted with the technical architecture and the system design. This application was based on an existing Oracle Forms 6 client/server application, which was upgraded by Curach Consulting to Oracle Forms 10g.

A new claim form was designed to take full advantage of ICR (handwriting), OCR (machine print) and bar code recognition technologies. This technology was implemented by Vhi with the help of Inpute Technologies. Claim forms and associated receipts are scanned and data automatically extracted and validated. Operators manually intervene to correct data that cannot be automatically read and verify receipt veracity.

Customers can opt for payment to be made electronically, direct to their bank account, enabling Vhi Healthcare to settle claims within a target number of days from reception.

A management interface allows managers to see instantly whether the service level agreement on settlement is being met. Business rules are easily modified without depending on a development team to modify the application.

### Value added

The claims processing system delivers the following benefits:

- Efficient processing of primary care claims
- Effective prevention of fraudulent claims
- Easy modification of rule changes by Vhi managers

### Value delivered

Curach Consulting and Inpute Technologies worked as part of a Vhi Healthcare team to define requirements, build a business case and architect a solution for a state of the art Primary Care claims processing system.

The system enables Vhi Healthcare to process Primary Care claims, from reception to payment, in record time, thus delivering a better service to their 1.57 million members.

### Curach Consulting contribution

“Curach Consulting took a very pragmatic approach to this project and helped Vhi in the design of an extremely effective technical solution.”

**Bernadette Leonard,**  
IT Programme Manager