

Additional Services

Membership Enquiry

A service that enables providers to trace the insurance records of patients quickly via a secure web-based application. The service allows a provider to determine the insurance details of a given patient. The system is fast and secure, drives down administration costs and improves efficiency. The service provides near real-time processing. The Healthcode™ interface communicates with insurer membership administration systems.



The trusted technology at the heart of the healthcare community.

Deliverables

Users are issued with logons and passwords and access the service via the secure Healthcode™ login procedure. The service shares the HC VEDA ® / ePractice *biller* navigation structures and security characteristics.

- insurer membership records
- secure environment, provided by 128 bit encryption on internet sessions and permanent secure lines to the insurers
- helpdesk support
- service level agreement
- comprehensive user guide

Benefits

- an industry standard patient search facility, which enables providers to offer enhanced patient-related services
- enables minimum data set collection and subsequent accuracy of billing
- provides a user-friendly common interface
- determines whether a patient is registered as insured with a participating insurer
- removes the need for telephone calls to ascertain insurance details

Approach

The service has been integrated as a function within ePractice *biller*. Additionally it may be purchased separately where third party practice management software is used.

Timescale

BUPA, AXA PPP healthcare, Norwich Union and Standard Life Healthcare have deployed the service live.



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