

Massachusetts Commonwealth Health Insurance Connector Authority Enrolls and Invoices Program Members with Vecna Technologies' Portal Solution

At a Glance

Customer

Commonwealth Health Insurance Connector Authority

- Number of users: 550,000
- Location: Boston, MA
- Sector: State government, Insurance, Health care
- Web Site: mahealthconnector.org

Connector is an independent state agency that helps Massachusetts residents find health insurance coverage and avoid tax penalties.

Software and Services

- Web Portal Platform
 - Financial reporting
 - Invoicing
 - Payment processing
 - Self-service portal
- Technologies
 - J2EE (Struts, Spring, Hibernate)
 - Microsoft SQL Server

Results

- Supported program to help reduce uninsured levels
- Processes over 60,000 member invoices every month
- Integrates seamlessly with third-party payer systems, payment processors, and direct mail
- Interfaces with MMIS system

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State agencies overseeing programs with complex enrollment and billing rules, interconnectivity with multiple third-party organizations, and self-service capabilities require a highly adaptable portal solution to conform to unique business rules and requirements. The Massachusetts Health Insurance Connector Authority uses Vecna's Portal Solution to accurately manage enrollment and billing for its constituents.

The Challenge

Signed into law on April 12, 2006, "The Act Providing Access to Affordable, Quality, Accountable Health Care" (Chapter 58 of the Acts of 2006) provided the Massachusetts Commonwealth Health Insurance Connector Authority a mandate to ensure that all Massachusetts citizens have health coverage, with compliance beginning January 1, 2007. The bill provided a variety of strategies to accommodate the approximately 550,000 uninsured individuals in the Commonwealth through five potential carriers and an array of coverage levels and plans.

A system was required for beneficiary on-line services, such as plan education and enrollment, invoice payment and payment history and member information updates, as well as invoice generation, payment tracking, and interfaces for member support representatives.

The Solution

In less than 75 days, Vecna worked with the Connector to clarify policy, define system requirements and implement the Commonwealth Connector web portal and premium billing system located on the web at (www.macommonwealthcare.com).

Vecna relied on the capabilities of its versatile portal architecture to meet the unique and complex requirements of the Connector's enrollment and billing process, and to accommodate the needs of a fast-paced, evolving and high profile program.

Vecna's web portal features and infrastructure enabled a rapid and efficient deployment of key on-line customer services. Vecna's solutions integration team worked hand-in-hand with the Connector and other third-party vendors to ensure the solution was effective before, during, and after deployment.

In compliance with state mandates and key business requirements, the Commonwealth Care system enables quick and easy verification of a citizen's status and location; permits on-line plan selection from a personalized table of options, then solicits payment either on-line or via paper invoice. The monthly disbursement of invoices, account notices, payment attributions, plan changes and account actions are automated and facilitated by the web portal system through integration with eligibility and financial intermediary data systems. In addition, the Commonwealth Care portal system provides general ledger and other reporting capabilities to track and reconcile the flow of cash and other accounts.

The system has been processing over 60,000 member invoices every month, more than 40,000 payments every month, and has supported a high-profile program that has helped increased health coverage rates to a record 97% within Massachusetts.