
CASE STUDY: HCFS INCORPORATED

INDUSTRY: Healthcare**DEVELOPMENT MODULES:** Multi-User Administration, Custom Reporting Tools**PROFILE:**

HCFS Incorporated's (HCFS) primary business is to assist medical provider clients by attempting to qualify low income and uninsured patients for third party payor programs such as commercial insurance, or federal, state, and county entitlement providers. HCFS provides hospitals with eligibility, third-party denial and collections services and has handled more than a million patient files and more than \$2 billion in discharge balances.

CHALLENGES:

HCFS had an existing web application that was in need of upgrading. After Cyber-Rush Development (A Cyberonyx/Rush Technologies Partnership) created a new corporate website, they asked us to update the design and develop a new reporting tool for their clients. Their existing Crystal Reports based reporting system was not very user friendly, upgradeable or reliable for their growing customer base.

THE SOLUTION:

Cyber-Rush worked closely with HCFS's management team to in order to develop an easy to use, intuitive report building web-based application. By examining the process taken to create a specific report, we developed a user-friendly wizard-type system that allows users to easily select from many report options in easy to follow steps and view the results in either print, HTML, Excel or XML formats. The steps used to create the reports are saved and may be modified according to the user's requirements.

THE RESULTS:

The new reporting system allows HCFS's customers to quickly run reports and export them in numerous formats for their company's records. The reports effectively inventory all of their patient accounts and monitor the status of payments and account closures. This reporting feature has become a very valuable tool and selling point for HCFS and has led to many new business leads and customers. The reporting system also allows HCFS to keep their account managers continuously updated, so that deadlines are not missed and required follow up data is collected in a timely manner.