

# Health Care Provider Transparency Portal

For a \$20 billion global biopharmaceutical firm

## **Challenge**

The client had multiple touch points with health care providers, with separate processes for transparency reports, meeting logistics, fee and expense processing, medical information, and contracting.

## **Solution**

HighPoint developed a business model and requirements for a portal to allow health care providers to view and dispute transactions based on aggregate spend data.

## **Results**

- Improved communication with health care providers
- Strengthened transparency initiative
- Consolidated multiple disparate processes and touch points into one user-friendly system

## **Company Overview**

Our client, a global biopharmaceutical firm with nearly \$20 billion in annual revenue, is devoted to discovering, developing, and delivering innovative medicines in numerous therapeutic areas, including cancer, HIV/AIDS, cardiovascular disease, diabetes, hepatitis, arthritis, and psychiatric disorders.

## **Business Challenge**

The firm had begun implementing a comprehensive, automated solution to address the data collection requirements mandated by the Sunshine Act. The first phase was focused on aligning technology and business processes between various business segments. Once that work was completed, the company planned to focus on improving transparency with its health care providers.

The firm had multiple touch points with health care providers (HCP), with separate processes for transparency reports, meeting logistics, fee and expense processing, medical information, and contracting. The aggregate spend initiative offered an opportunity to consolidate these processes into one, user-friendly central system while also adding additional functionality around transparency.

## **Solution**

The HighPoint team was brought in to analyze existing business processes and make recommendations on how to handle data reconciliation for payments made to health care providers. They were also asked to develop a business model and requirements for a website to support inquiries and expense processes.

This portal would allow health care providers to:

- Update their profile
- Download event information
- Review and confirm event details and itineraries
- View transparency reports
- Submit inquiries to the client
- Receive notifications of and respond to new contracts
- Complete online training
- Read policy communications and updates

HighPoint worked closely with the aggregate spend compliance team to define the future state process flows, draft requirements, and develop mock-ups of the user interface.

Welcome Back, Dr. Chris Colapietro! 24 February 2011  
You have 4 actions pending and 2 unread message(s).

Dashboard Your Events 27 Your Messages Your Information

Your Events: 4 events requiring your review.

Your Messages: 2 message(s) requiring your review.

Your Information: Review or update your profile details.

Oncology

Start your Search for Medical Information

Figure 1

As indicated in Figure 1, after logging in, doctors see a dashboard listing their events, messages, and profile information.

Welcome Back, Dr. Chris Colapietro! 24 February 2011  
You have 4 actions pending and 2 unread message(s).

Dashboard Your Events 27 Your Messages Your Information

Your Events: Download or Print

Co. Event ID	Event Name	Event Date	Status	Actions
MTG001 ONC	AACP BOD Meeting	05/25/2011	Invitation	<a href="#">Verify Attendance</a>
CONF001 ONC	14th Annual Cancer Conference	04/26/2011	Training Pending	<a href="#">Download Slide Deck</a>
CONF002 ONC	US Oncology Meeting	03/04/2011	Verified	<a href="#">Download Itinerary</a>
3892397	Sprycel (Dasatinib) in Pediatric	01/16/2011	Pending expense review	<a href="#">Review Event Detail</a>
CA139-001 ST	Phase I Evaluation Of Taxol	11/01/2010	Closed	None
CA139-002	Phase I Evaluation Of Taxol	10/01/2010	Closed	None
CA139-003	Phase I Evaluation Of Taxol	09/01/2010	Closed	None
CA139-004	Phase I Evaluation Of Taxol	08/01/2010	Closed	None
CA139-005	Phase I Evaluation Of Taxol	07/01/2010	Closed	None

Figure 2

For more information on our aggregate spend solutions, contact us at **800-238-1230** or **marketing@highpoint-solutions.com**.

Selecting the Events tab, shown in Figure 2, provides them with a list of all the events they have attended or will attend, along with their current status and any actions that need to be completed, such as confirming attendance or downloading event materials.

Upon selecting an event to view the details, the doctor can approve the fees and expenses or submit an inquiry to dispute any of the information presented, as shown in Figure 3.

Welcome Back, Dr. Chris Colapietro! 24 February 2011  
You have 4 actions pending and 1 unread message(s).

Dashboard Your Events 27 Your Messages Your Information

Your Events: Download or Print

Co. Event ID	Event Name	Event Date	Status	Actions
3892397	Sprycel (Dasatinib) in Pediatric Patients	11/03/2010	Pending Expense Review	Verify amount

Event Topic: Sprycel (Dasatinib) in Pediatric Patients: Peer-to-Peer Program (Episode #1)  
Product: Sprycel  
Venue: Blennerhassett Hotel  
Location: 320 Market St. Parkersburg WV 26101  
Time: 12:00 PM to 2:00 PM (2 hours total)

Attendees: 11 Total [ Co./JV Attendees (3); Non-Co./JV Attendees, incl. Non-Co. Speaker (8)]  
Speaker Name: Dr. Chris Colapietro  
Co. Contact: Michael Kodada Requestor: James A Frye Terr: N2N65102  
Co. Expense: 1207.22 (total)  
Value to Cons: 109.75 (1207.22/11 attendees = 109.75)  
Out of Pocket: 345.00 (submitted to Co. on 12/03/2010)  
SOW Amt: 1100.00 (550.00 x 2 hrs) SOW #: 002345  
Total Reimb: 1445.00 Total Reported: 1554.75 (1445.00+109.75)

Please submit your verification that you have reviewed the above fees and expenses and they are correct as represented. [Or [Submit an Inquiry to BMS](#)]

"I, Dr. Chris Colapietro, verify that on 02/24/2011, I reviewed the above fees and expenses associated with Co. Event ID 3892397 and agree to the total reimbursement amount of: 1445.00 (USD).

Figure 3

HighPoint also recommended clear business rules and SOPs to adjudicate disputes, manage reconciliations, and correct data based on these inquiries.

## Results

HighPoint established the structure for a portal to allow health care providers to view and dispute transactions based on the aggregate spend data being collected for federal and state reporting. In addition, the portal provided a foundation to consolidate multiple touch points for events, medical information, expenses, and contracting into one central system. Once completed, this project will significantly improve the client's communication with its health care providers and strengthen the firm's transparency initiative.