

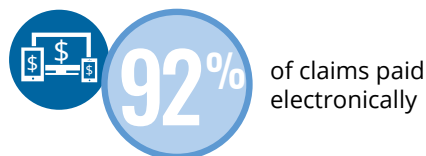
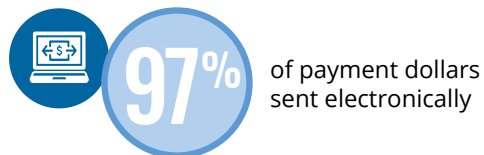
Health Plan Case Study

Children's Medical Center Health Plan

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Doris Hunt

Executive Director of Children's Medical Center Health Plan and Senior Vice President of CHST Insurance Services

**About Children's Medical Center**

A private, non-profit corporation established by Children's Health, Irving, Texas-based Children's Medical Center Health Plan (CMCHP) is the only pediatric-focused, provider-driven Medicaid managed care plan in the Dallas Service Area. The plan serves the needs of 9,100 children with complex needs.

**Doris Hunt****Challenges**

When CMCHP selected Payspan to implement their electronic payment services for providers, the health plan was new and needed help developing a payment system from scratch. Additionally, with a goal of being able to pay providers twice a week, the plan was eager to drive high electronic payment adoption rates.

Solution

"We were a new health plan with no preconceived ideas and Payspan was a true partner in helping us think outside of the box," says Doris Hunt, Executive Director of Children's Medical Center Health Plan and Senior Vice President of CHST Insurance Services. "Payspan's best practices helped us get to 97% of payments issued electronically to providers. I view that as a successful partnership."

Payspan helped CMCHP drive provider adoption of electronic payments leveraging Payspan's best practices for provider engagement, including but not limited to intensive campaigns focused on enrollment, phased EFT invitations to registered providers and outbound calls to unregistered providers.

"Payspan works very hard to get adoption rates up," Doris says. "We are able to process payments twice a week, and the providers have the payments the next day. We have had providers thank us and express enthusiasm for our process. Once providers started signing up and seeing their payments, they decided that's the best way to go. I have colleagues at other health plans with some of the same providers, who ask them why they are not using Payspan."

"Payspan is really there for us," Doris continues. "Whenever we need something changed or handled, their team is highly responsive and delivers outstanding customer services."

Payspan offers the largest healthcare payment automation platform in the nation, connecting 1.3 million provider payees with more than 600 health plans who serve over 100 million consumers.

