



## **Eternity© Integrated Health Plan & Managed Care Information System**

Eternity© Integrated Health Plan & Managed Care Information System is recognized as one of the leading Health Plan and Managed Care Information Systems in the world, with an outstanding reputation within government agencies and the private sector for the System's secured innovative technology, overall flexibility and exceptional customer service. Eternity© utilizes electronic data interchange (EDI) technology to instantly check and update eligibility, claim adjudication, referrals, and more.

### **Member & Eligibility Management**

Eternity© Member's module allows to track all pertinent information about the member, their entire eligibility history, claims and authorizations associated with the member, provider assignments, as well as all dollars and visits accumulated against their plan.

Eternity© Membership Rosters maintains an up-to-date list of each plan's members. For each member the system tracks the membership ID number, start date, and termination date, as well as any comments downloaded through the network. This information is updated through an EDI network that communicates directly with the authorizing agency.

1. Enables provider groups to electronically receive up-to-date eligibility information for members under their contract
2. Specify member-matching criteria
3. Customize and control eligibility processing
4. Fix all processing edits online
5. Match members: This special feature manually matches members that the system cannot match. These matching edits, and all other processing edits, display in an online edit list

### **Enrollment**

Eternity© maintains subscriber and member benefit data such as copays, deductibles, and coverage limits as defined in the member's plan.

### **Eligibility**

Eternity© enables provider groups to request and receive patient eligibility information on a real-time basis, Initiate an Interactive Eligibility Request from all Eternity© activities that involve patient flow, Receive a response from the insurance company in between 10 and 25 seconds, and Query and run reports on the request/response transactions

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*"Specializing In The Standardization Of Global Healthcare Management"*

2450 VENTURE OAKS, SUITE 100 SACRAMENTO, CA 95833

PHONE: 916-924-8092 \* FAX: 916-924-8209

[HTTP://WWW.EHEALTHLINE.COM](http://www.ehealthline.com)

[CONTACTUS@EHEALTHLINE.COM](mailto:CONTACTUS@EHEALTHLINE.COM)

## **Benefit Management**

Eternity© Benefit structures continue to become more complex each day. Benefit management allows a single benefit to be defined using a myriad of service criteria which can be restricted in numerous ways.

## **Authorization Management**

Eternity© Provides a comprehensive authorization and referrals system with authorization tracking, concurrent review, pre-certification, length of stay assignment, estimated liability calculation, and provider selection automated referral review tools.

When the referral is closed, the user has control over the allocation of any existing IBNR. If the primary care physician is responsible for payment to the specialist, the system calculates the payment from a specific approved amount schedule and automatically bills the plan for the contracted fee.

Therefore, the primary care physician realizes the maximum profitability from managing the specialist's services.

Eternity© allows the user to customize referral forms, providing each plan with its own distinct identity. In addition, different forms within a plan can be designed for referral to a specialist or for referral to a facility, and for patient notification. Referral forms can be configured to print on either paper or to be transmitted electronically.

## **Utilization Management**

Eternity© Utilization Management is critical in ensuring the appropriate level of care is being provided for the appropriate ailment. Authorization modules is heavily tied to the benefits, fee schedules, and claims adjudication process in order to ensure your organization is authorizing the appropriate care at the appropriate cost.

## **Case Management**

Eternity© Provides automated case identification, care plan tracking, case cost simulation, form letters, and linking of multiple service records related to a single case.

## **Claims Processing & Adjudication**

Eternity© Adjudication system is flexibility to accommodate various adjudication methodologies, but also reduces the time it takes to properly adjudicate the components of professional, facility, and dental claims.

The EDI solution supports electronic submission of claims, sending and receiving of EOB information, and batch enrollment processing to provider groups.

1. Adjudicates and processes claims and capitated encounters.
2. Includes check writer to pay claims.
3. Includes flexible tables to define provider/facility reimbursement (capitated, discounted per diem...etc.) for services.

## **Providers Management**

Eternity© Provider Management allow to manage demographics, contracts, specialties, licenses, education, malpractice insurance, Provider groups, and backup providers.

## **Contract Management**

Eternity© is built to allow for a multitude of payment arrangements as well as allow contracts to be held at multiple levels depending on the contracting entity.

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### **Capitation and Risk Management**

Eternity© Provides flexible risk management (fund accounting), tracking reporting includes flexible rate tables to calculate monthly payments to primary care providers (capitation) and specialty providers and facilities based on members includes check writer to pay capitation.

### **Customer Relation Management**

Health care payer organizations (payers) interact with numerous stakeholders, including members, consumers/potential members, brokers, and care delivery organizations (hospitals, physicians, medical groups). Each entity requires a payer to create a CRM strategy to meet the unique needs of each stakeholder.

Eternity© provides CRM for the provider and the members and their family Eternity© issue tracking, responsibility assignment, workflow management with automatic ticklers, and letter production.

### **Reporting**

Eternity© provide a sophisticated yet easy to use reporting environment. We have added additional enhancements to runtime in order to make it even more powerful and user friendly.

Eternity© reports Include: Managed Plan Profitability, Stop Loss Warning Report, Inpatient Stay Analysis , Referral Utilization, Retro Termination, IBNR Report, Referral Procedure Analysis, Referral Diagnosis Analysis, and Capitation Payment Analysis.

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