



Managed Services Solution

The Challenge

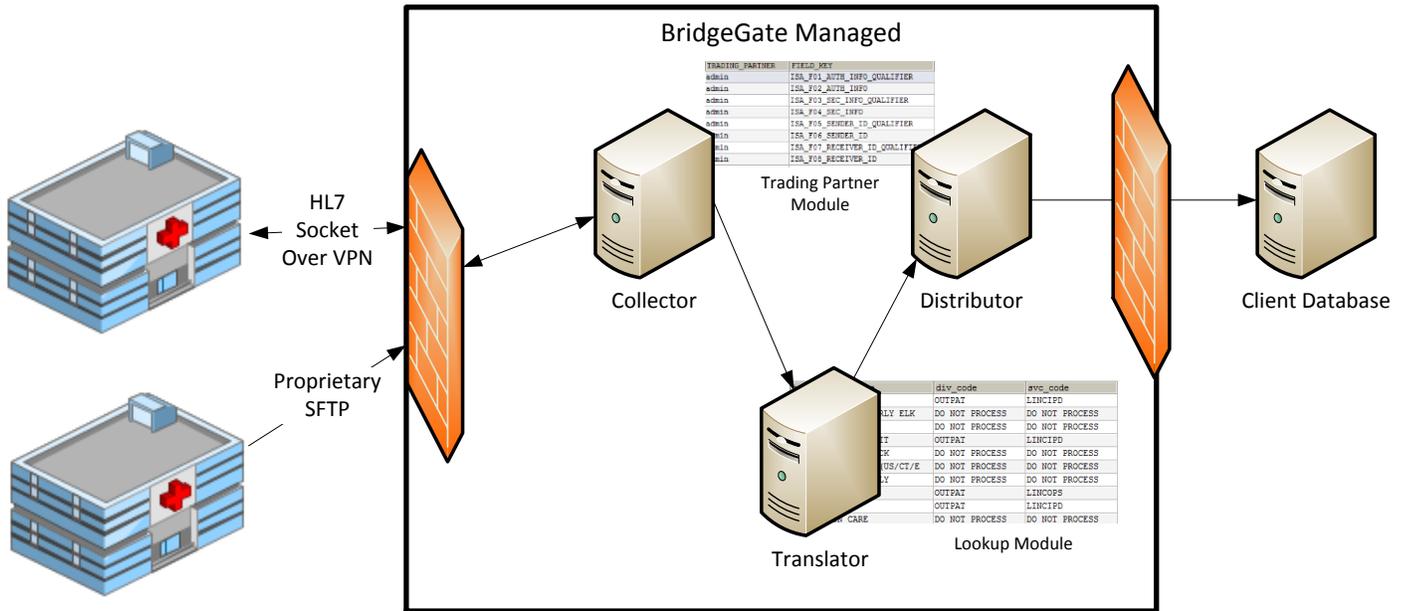
The challenge was to connect and acquire near real-time visit information from hundreds of hospitals, clinics, and health care organizations all over the United States. The data is needed for participation in the 340B Drug Pricing Program which requires drug manufacturers to provide outpatient drugs to eligible, covered entities at significantly reduced prices. Our Client helps these organizations manage these discount drug programs, save money, expand access, and generate the resources necessary to serve the qualifying communities.

To determine the patient's eligibility for participation in the program, the detailed visit information from the point of care and any prescriptions written as a result of that visit have to be matched up in order for the pharmacies to provide a discounted drug program to the patients they serve. A patient could present with a prescription in hand at a pharmacy within minutes of the care episode requiring near real-time data feeds to determine eligibility at the point of sale for the medications as it is dispensed at the pharmacy. The service level agreement is to be able to provide that verification within eight minutes of the notification that the care episode had occurred. That visit must also be matched to the pharmacy claim when it is processed for the reduced pricing of inventory to the pharmacy from the manufacturer.

The Solution

BridgeGate acts as an extension of the Client's Information Technology (IT) group as their Integration Partner. BridgeGate's primary role in the beginning was to acquire the visit or "eligibility information" from the qualified facilities. There were some core obstacles that had to be resolved. The first was to create an efficient mechanism to on ramp new facilities quickly. The challenge is that the implementation process has to accommodate both low-tech and high-tech abilities of the IT staff at the facilities coming on line as well as align with the contracting process needed to capture the required claims from the pharmacies.

BridgeGate, first, developed processes that aligned with the operational needs of the Client. Then the implementation methodology in practice, allows for complex, yet somewhat standard, socket based HL7 communication to be established quickly, which is what most of the facilities use and support. The team, then moved further to develop a standard flat file format for delivery via Secure FTP in order to meet the lower-tech facilities where they were technologically.



BridgeGate architected a tiered solution in order to address the core processing obstacles:

- Disparate Data Connections
- Complex Transformation Processing
- Exception Processing (Retry / Failure)

One tier is designed to collect or acquire the data and to acknowledge the receipt of the data. There are varying means by which facilities can provide data. Trading Partner configurations are used to manage these connection points for switching and routing as well as acknowledgement purposes.

The middle tier addresses another challenge in that there is a great deal of business logic required to determine if the visit is actually qualified. First of all, the HL7 standard is not really standard, meaning the way it is implemented at different locations, even with the same vendor, can be very disparate. In addition, the eligibility consideration could be made at times, across a few decision points, and at other times across up to a dozen decision points. To address this, BridgeGate developed a very complex look up system to accommodate this requirement.

With a streamlined process in place, data connectivity can be established quickly, therefore, when a client is implemented, a data analysis step occurs immediately in order for the lookup to be built from actual data points instead of having to rely on often times, out of date documentation. As facilities add new service areas to their systems that might be qualified, the messages associated with these service areas create exceptions as they are not accounted for in the look up system. BridgeGate has developed a monitoring and exception handling process to report and re-process these messages based on the changes happening in real-time.

The final tier is the delivery of transformed messages to the Client. BridgeGate is exchanging nearly 10 million transactions a month from over 200 participating facilities. The messages are examined to determine eligibility, transformed, and sent on to the Client's database for further processing and storage. On average, 70% of the messages are processed forward for the Client. With this volume, BridgeGate uses integrated monitoring and alerting tools to proactively notify the support teams appropriately. The BridgeGate Health platform allows for

event driven and non-event driven alerting which enables the team to be much more proactive in heading off support issues.

BridgeGate provides a full service solution to the Client for this offering. BridgeGate provides support directly to the Client as well as the facilities connected to our solution. The team interacts daily with existing and new facilities in order to provide world class levels of customer service across the offering. BridgeGate performs the following functions for the Client:

- Full Integration Services (Acquisition, Transformation, Exchange)
 - Near Real-Time HL7
 - Near Real-Time Secure FTP Services
 - Technology Architectural Services
 - Managed File Transfer Services
 - Database ETL Services
 - Any to Any Integration Capabilities
 - Patented Transformation Technology
- Project Management
- Infrastructure Hosting / Support
- 24x7 Pro-Active Monitoring / Support

The BridgeGate Advantage

BridgeGate developed a solution for real-time processing of the data while maintaining full chain of custody of that data from receipt to final delivery. BridgeGate's solution did not require custom coding and could be implemented quickly and seamlessly. BridgeGate also gave the Client a level of flexibility it did not have before by allowing the Client to process any data format from any internal or external source.

About BridgeGate Health

BridgeGate provides robust, scalable integration solutions that connect disparate applications and technologies. BridgeGateHealth™'s any-to-any integration platform handles very complex data with virtually no coding required, reducing the complexity and length of integration projects to weeks or days resulting in lower costs.

BridgeGateHealth™ affects tens of millions of lives monthly with integration solutions for healthcare providers connecting patient data (electronic health records, pharmacy, laboratory, radiology, medical devices, dietary, therapy, and billing) to insurers managing members (enrollment, eligibility, claims, payment, referrals, and formulary).

BridgeGateHealth™ processes millions of transactions monthly for 340b providers, Pharmacies, Labs, and Imaging Systems as well as Durable Medical Equipment. BridgeGateHealth™ integration solutions cover the entire pharmacy fulfillment ecosystem including patient data, e-prescribe, CPOE, PIS, eMAR, automated dispensing, inventory, 340B, PBM, and Surescripts® using HL7 and NCPDP based standards as well as proprietary data formats. Founded in 1999, BridgeGate Health is privately-held and headquartered in Jacksonville, Florida. www.bridgegatehealth.com.