



HEALTH

Dean Health Plan

Dean Health Plan is the major health care provider in Wisconsin. The health care provider has been using opensourceCM for contract management since June 2006.

The Need

Dean has many thousands of contracts, mostly with various clinics, hospitals, individual doctors, pharmacies, and other health facilities (eye, dental, etc). These contracts are periodically re-negotiated, so the document organization (where do I find my most recent contract with clinic X?) and the contract term sheet (what are the terms provided by clinic X for eye care?) are the major challenges.

The Fit

Dean VP of IT at the time has found opensourceCM via Navitus, a subsidiary of Dean that has been using opensourceCM successfully, and gave you a good reference. Our initial objectives were (a) efficiencies across the organization, and (b) compliance (secure, reliable back up). We checked several systems that were not so flexible. opensourceCM was by far the most flexible in its ability to address all of our complicated caveats. They need to be organized smartly so that the data is registered correctly and so that later one can search and find contracts based on the fields.

Great Features & Easy Customization

opensourceCM is utilized heavily for search, reporting, and mass emailing. Various departments had problems searching for documents and producing timely reports.

Flexible

There are various situations where opensourceCM is very helpful. An officer in another department was looking for a provider contract under a name that was not 100% correct. So he could not find it based on the filing system. We used opensourceCM full-text search and we found the contracts and the provider. In another situation, we were looking for a certain term that should have been coded in the term sheet, but was not there. Again, we used full-text search and found the contract. In yet another situation, the compliance officer was looking for contracts where "audit" was mentioned. We helped her by trying some smart queries. For her this was definitely better than running around the company to collect her papers. opensourceCM has really served our entire organization very well!

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