

FWS' EASY-TO-USE MOBILE & WEB APP FOR PHYSICIANS HELPED THEM PROCESS CLAIMS FASTER



Read this case study to find out how Flatworld Solutions helped a leading hospital with robust web and mobile app that allowed them to access valuable insights on the claims processing.

The Client

The client is a leading medical facility based in Florida, USA.

Client's Requirement

Our client in Florida, USA wanted to create a mobile and web-based solution to arm their in-house doctors with valid and updated data that would help their admin team to process the claims efficiently and quickly.

Challenges We Faced

Our goal was to provide a web & mobile application that overcomes the shortcomings of other similar applications, which can also be useful to practitioners in the most real sense. This would mean that the web & mobile applications that must be developed, should not only be versatile and user-friendly but also requires minimal data entry with an easy-to-understand user interface (UI).

Our Solution

We included features that could schedule appointments, submit applications and check the status of requests. We also included a comprehensive master database of product codes, ICD codes, medical assistance programs, etc., and integrated real-time data connectivity from Allegra and MediKredit to provide the physicians with a timely and valuable understanding of how to handle them.

A few key features of the app include -

+ Scheduling

The app allowed the creation of a detailed timeline and sync the dates with the medical calendar. The doctor can also change or cancel an appointment.

+ Access to Claim Details

The doctor can check the application details, such as registration number, ICD 10 code, patient's history, medical bill amount, date of consultation, etc.

+ Easy Claim Check

The doctor can retrieve the application status and history based on the patient's name, membership number, application number, and the like.

+ Minimal Navigational Design

The interface was designed to make it easy to understand. We minimized the number of data entry points and included clear and well-defined search categories. The search function was designed to compensate for misspellings, display related items, and automatically suggested options after the third character of the query.

+ Can Refer Master Data

The app also allowed the physicians to use the app to refer to the ICD 10 codes, medical systems, etc.

+ Can View Patients' Medical Record

The app allowed the doctor to view the full details of the patient, as well as the date of the consultation, contact information, medical aid no. and many more.

The Results

After the app, our client could now save at least 2 hours of manpower per person. This also allowed them to process the claims in a better and way with over 99% accuracy. The total healthcare costs also reduced as the app eliminated the errors, inefficiency, and waste in the client's medical claims process.

Outsource Claims Processing Software Development to Flatworld Solutions

Flatworld Solutions has been developing [mobile applications](#) for global healthcare organizations for the last 16 years. Our mobile app developers can develop apps on platforms like [Android](#), [iOS](#), and [Windows](#). With the help of an experienced mobile application development team, we have implemented our client's ideas into reality, enabling them to integrate their claims processing & settlement process in a robust mobile application.

If you have similar mobile app development requirements for your healthcare organization, please feel free to [contact us](#).