Ebix Health: Revolutionizing Healthcare Insurance Solutions with Actian's DataConnect

"DataConnect's integration, automation, and data quality capabilities provided us with a great advantage to service our customer needs faster"

– **Jim Senge,** Senior Vice President at Ebix Health

In the ever-changing world of healthcare insurance, Ebix Health, a division of the global e-commerce company Ebix, serves customers across North America and manages insurance claims for nearly 9 million members. Ebix Health needed to adapt quickly to meet evolving customer needs, including the development of new integrations and workflows to generate timely reports. An inability to quickly create custom reports and access trusted insights was negatively impacting the customer experience.

To meet these customer requirements, Ebix Health required a modern and trusted solution that could integrate massive volumes of data. The solution would need to allow Ebix Health to create reusable integrations that could be easily configured for the needs of individual customers. The company could then optimize the data for reports - delivering trusted insights when they're needed instead of weeks or months later. Ebix Health also needed the confidence to know its data would meet the quality standard required for accurate reports and decision making.

With customers spanning financial organizations and all areas of healthcare, including human resources, pharmacy benefit managers, brokerage systems, doctors, and hospitals, data sources and needs were diverse. The technology solution would need to connect, manage, and analyze growing volumes of data from current and new sources.

Challenges

- Ebix Health customers demanded custom reports and faster insights
- Multiple integration needs involved banks, HR systems, pharmacy benefit managers, brokerage systems, doctors, and hospitals
- Needed the ability to create data quality standards for data automation to ensure high-quality data

Solution

Actian DataConnect integration platform

Benefits

- 50% reduction in time to develop new integrations and custom reports
- Automation capabilities reduce the need for manual processes, saving time and resources
- Leverage APIs to create real-time data insights

The Challenge: Bridging the Gap Between Client Expectations and Delivery

Ebix Health's clients, primarily insurance industry players, often approached the company with urgent integration needs to accommodate new data sources and facilitate rapid data exchanges with governments, payors, and providers. Clients expected custom reports and insights, delivered within a month or two. However, Ebix's traditional development process typically took four to five months to deliver results to allow time for developers to create custom coded integrations. This significant delivery time gap threatened Ebix Health's competitive edge in the market.

The Solution: Embracing Actian DataConnect

Ebix Health turned to Actian DataConnect to address the challenge of delivering custom reports and insights quickly. Several key factors, including the need for rapid integration development, flexible data handling capabilities, and robust automation features, drove the decision to partner with Actian.

DataConnect offers over 200 connectors, enabling Ebix Health to easily import and export data in various formats, including XML files required for government reporting. This flexibility is crucial in the complex healthcare industry, where data volumes can reach thousands of daily data transactions. As Ebix Health began to leverage DataConnect across its operations, the company experienced significant improvements. Automating data imports and extracts reduced processing times for claims and finance. Additionally, Ebix Health now has a way to quickly create custom client reports, dramatically improving customer satisfaction and cutting customer request response times by 50% or more.

One of the most notable improvements is the ability to make on-the-spot adjustments to integration workflows. This capability allows Ebix Health's technical teams to make small configuration adjustments and provide immediate solutions, a feat that was impossible with hand-coded programs.

Automating Complex Processes

Ebix Health developed complex, multi-step processes, particularly important in areas such as payment processing. Using automation gave the company a competitive edge through auto-adjudication and auto-release of claims. Ebix Health can now process claims from start to finish—from receiving an electronic data interchange (EDI) file to cutting checks and sending them to a fulfillment vendor—without manual intervention.

The company created automated workflows for routine tasks such as daily or weekly check cutting, group processing, and claims processing, broadening its service offerings. These workflows allowed Ebix Health to improve efficiency, reduce manual intervention, and provide faster solutions to its clients' needs.

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Expanding Services and Innovation

As Ebix Health's success with DataConnect grew, clients began requesting additional integration capabilities to improve operational process automation. To address this customer need, Ebix Health started developing more innovative projects using DataConnect, creating APIs that allowed customers to access Ebix data directly.

Adopting Actian DataConnect transformed Ebix Health's ability to serve its clients in the data-intensive insurance industry. By dramatically reducing development time, enhancing data handling capabilities, and enabling real-time solutions, Ebix strengthened its competitive position.

From Challenge to Opportunity

By partnering with Actian and embracing the flexible functionality provided by Actian DataConnect's integration and automation capabilities, Ebix Health successfully adapted to insurance customers' growing demands. Customers no longer need to wait for custom developments and are empowered to leverage Actian DataConnect to address integration needs as they arise, create APIs for real-time data insights, and improve efficiency by designing their own workflows.

About Actian

Actian makes data easy. We deliver cloud, hybrid cloud, and on-premises data solutions that simplify how people connect, manage, and analyze data. We transform business by enabling customers to make confident, data-driven decisions that accelerate their organization's growth. Our data platform integrates seamlessly, performs reliably, and delivers at industry-leading speeds. Learn more about Actian, a division of HCLSoftware: **www.actian.com**.