



PRODUCT ENGINEERING

CASE STUDY BILLING & ORDERING SYSTEM

California Prison Industry Authority **streamlined** its **prescription ordering & billing function** and **reduced overall operating costs** significantly by availing R Systems' Billing & Ordering service.



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Problem Statement

Prison Industry Authority (PIA), State of California, was facing challenges in managing and monitoring 3,400 dispensing optical providers statewide who submit hand-written prescriptions, which were eventually billed to Medi-Cal.

Business Need

An automated prescription ordering and billing system for better collaboration between PIA staff and Medi-CAL provider community.

Solution Approach

- Designed, developed and implemented web application, named "PIA Optical On-line (POOL)" System using Visual Studio.Net, ASP.NET, XML, Web Services and Microsoft SQL Server 2000 as data store.
- The POOL System had the following functionalities:
 - Provider Registration
 - Medi-Cal eligibility verification and prescription ordering and monitoring
 - Interface with lab system using XML files
 - Interface with Medi-Cal using XML web services
 - Monitor & management of progress/status of RX
 - HIPAA complying audit trail

The Benefits

- Reduced prescription completion & billing time
- Reduced number of cancelled RXs by employing on-line validation edits
- Reduced PIA's costs for denied claims research, keying of PHI, data reports
- Reduced risk of PHI being exposed inadvertently to unauthorized personnel
- Reduced PIA's operating costs for staff overhead by reducing manual prescription processing and reviewing tasks