

INTERSECT HEALTHCARE: Lowering Cost of Ownership



Intersect Healthcare is a leading innovator of web-based Payer Denial, Audit Management and Appeal Processing software for healthcare providers. Through their industry-leading VERACITY Revenue Compliance platform, they deliver improved financial performance to healthcare service providers with automated payer and audit tracking, continuous monitoring, reporting and appeal processing.



THE BACKGROUND

Intersect Healthcare was seeking an easy-to-use, easy-to-implement and flexible reporting tool for their flagship software application, VERACITY, a revenue compliance platform. Through VERACITY, they deliver improved financial performance to healthcare service providers with automated payer and audit tracking, continuous monitoring, reporting and appeal processing.



THE CHALLENGE

The company's early reporting solutions for VERACITY customers did not provide adequate visibility into the underlying data within the VERACITY healthcare data warehouse. Initially supported by MS Reporting Services and Fusion Charts, VERACITY reports weren't flexible enough to the end-user to provide analysis that senior leadership needed to see. This put Intersect at a disadvantage compared to newly-emerging competitors.



KEY CHALLENGES

- Rapidly produce user-defined dashboards and reports drawn from a massive data warehouse of healthcare administrative detail.
- Track key performance metrics in real-time through interactive dashboards.
- Replace heavy IT support of reporting with self-service functionality,



THE SOLUTION

Izenda's straightforward report designer and robust report management systems were a perfect fit for the wide range of users who comprise Intersect's clientele of over 80 healthcare providers. Izenda's ad hoc reporting and dashboard capabilities were an integral part for Intersect's clients who needed a simple way to create, modify, and view reports, as well as track and drill into KPIs through interactive dashboards.

Izenda worked overtime during our small evaluation window to make sure it would meet our client's requirements, and made us feel confident in our decision to embed the tool within VERACITY. We chose Izenda over a number of competitors because of its ease of implementation, fast time-to-market and lower total cost of ownership.

Brian McGraw
CEO, Intersect Healthcare