Ecaresoft softwares and services compliant with Nphies

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As a part of the digital transformation process within the healthcare sector in the Kingdom of Saudi Arabia (KSA) presenting the best healthcare software for hospitals and primary care facilities compliant with NPHIES.

What is Nphies?

Nphies stands for: National Platform for Health and Insurance Exchange Services launched by the Cooperative Health Insurance Council (CCHI) and the National Center for Health Information (NHIC) and led by the Sehati Company in KSA aiming to transform the health care sector in the Kingdom of Saudi Arabia by using the latest technologies to enhance the level and quality of health services.

An innovative national E-Health Program for digital transformation of all healthcare related services in KSA with the purpose of:

- Achieving full transparency in all healthcare transactions.
- Increasing efficiency and reliability for healthcare providers and insurance companies.
- Ultimately providing the citizens and residents of Saudi Arabia with an enhanced healthcare experience.

Nphies requirements

As a Nphies certified Ecaresoft helps the Health care provider to be eligible with Nphies criteria and measurement made the production process ready to use the platform for all the use-cases and processes which Nphies is offering.

As a Software as a Service (SaaS) application Ecaresoft solutions is always up-to-date with Nphies & any other regulations, totally free of cost.

Being Pre-configured at system level Ecaresoft has two different solutions: Cirrus for hospitals and Nimbo for primary care. Both softwares has 2-layered verification of all the contracts & policies by having:

1. System level alerts for services covered, not covered, needs pre-auth etc.
2. Real time verification of eligibility & service coverage with Nphies.

Cirrus and Nimbo Ecaresoft systems are Nphies ready by enabling and facilitating:

- All hospital Internal codes to be mapped with Nphies codes.
- Nphies codes are reflected in the Coding and abstracting module for claim preparation.
- Ecaresoft Billing structure is CCHI-BS codes compatible.
- SFDA codes to be reflected in pharmacy & billing.

Ecaresoft as a company, is certified by Nphies and passed all the administrative and transactional use cases.

- Eligibility on production.
- Pre-Auth on Production.
- Claims -Complete claim management (In progress)
- Payment- Payment receipts & reconciliation (Inprogress)

Target entities and facilities

The Nphies platform will serve multiple stakeholders in the healthcare industry.From primary care/ambulatory healthcare facilities to big Hospitals.

Through the insurance services , Nphies will primarily target:

- **Healthcare providers (HCPs).**
  Being hospitals, clinics, labs, medical centers, pharmacies, and other entities licensed by CCHI to recover the cost of healthcare services they provide from private insurers.

- **Healthcare insurance companies (HICs).**
  Being healthcare services insurers licenced by CCHI.

- **Third party administrators (TPAs).**
  Being service providers and claim administrative entities that assist health insurance companies in administering their policies and networks.

What the HCP's should know.

The nphies technology platform consists of 2 components/services:

1. Insurance Services

The electronic integration platform for the health insurance industry that interconnects all health insurance stakeholders, providers and payers, through an appropriate technology solution.

2. Clinical Services.

The unified digital health record for patients in Saudi Arabia, seeks to improve the efficiency and quality of healthcare services, reduce the cost and time of providing health care services.

How to Connect to Nphies? / What systems can be used to be compliant?

1. **Direct integration**. (Application developed TPA/HIC/HCP an through integration).

2. **Through Nphies Applications.** (Nphies Provider Portal).

3. **Through an integrator.** (Certified third party applications available in the market through software vendors, integrators Revenue Cycle Management service & technology providers.

Onboarding Activities

A set of Onboarding activities have been designed and executed by Sehati to ensure market readiness to connect to nphies platform such as awareness,training and engagement activities to raise the level of market readiness to adopt the clinical,coding and technical standards applied by Nphies.

Compliance of HCPs and Insurance Entities

Nphies Main Activities which Insurance parties will need to ensure:

- Compliance with the nphies both Clinical and technical standards
- Aware of Nphies platform and its proposition.
- Understand the coding standards and guidelines
- Mapping of Non Standard services list to nphies Standard codes.
- Able to understand the technical messages coming from Nphies and differentiate between those related to nphies platform itself and others coming from the other side of the platform (i.e an HCP,HIC or TPA).

Product compliance

- Access to nphies production environment.
- Able to submit transactions on Nphies using nphies standard code sets.
- Able to run all the nphies transactional use cases through direct integration.

What does it affect your current system? Integrate or adopt a new one?

Current system has to get Nphies certified which needs:

1. Develop application changes as per the Nphies Implementation Guide (Major development)
2. Conformance testing against Nphies transactional use cases.
3. Production testing.

Nphies timeline. Ex Wave 1

6 benefits for Healthcare providers/HCP's

1. Unified Platform
Increase team productivity by providing them with one unified platform that houses the entire portfolio.

2. Reduce Claims Rejection
Automated validation rules result in reduce the claim rejection rate

3. Reduce Management Cost
Automation and unified platform will reduce the manual work and operation and business maintenance costs compared to using different platforms.

4. Enhance Quality
Using a unified platform that will reduce the error rate will result in enhancing the quality of the patient experience.

5. Increase Compliance
All the business processes will be under the provision of the regulator which will increase compliance.

6. Faster Claims Processing
Having an automated system under the provision of the regulator will definitely reduce the claims processing time.

What will happen if HCP does not comply with Nphies on time?

- Hospitals who is not integrated and compliant with NPHIES standards on time, will be fined.
- At NPHIES go-live time, only compliant hospitals will be able to submit claims and get paid.
- All services will be done to insured patients and won't be reimbursed if not submitted through NPHIES portal.

Summary

As a part of this game changer for health sector within the kingdom of Saudi Arabia, Ecaresoft will help in implementing the Value-Based Healthcare model by presenting the best in class products that help hospitals and clinics manage every aspect of their business.

EHR, HIS , ERP and RCM solutions for hospitals and primary care, that are committed to bring the best patient care and satisfaction.

About us.

Ecaresoft inc. it's a company based in Austin, TX. with more than 25 years innovating in technology for the health sector.

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