



## Charter Global

### CASE STUDY - Healthcare Client

**Applying innovative analytics algorithm to decision support solution helps to reduce costly variations in the delivery of care.**

#### About the client

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The client, a healthcare insurance analytics company, is a provider of absence management services and data analytics. Their products support providers at the point of care, insurers, healthcare organizations, and human resources professionals. Its decision support solution reduces costly disparities in the delivery of care and supports the development of effective treatment plans.

#### The Challenge

The company provides innovative software and services designed to make a company's absence and health data more meaningful for effective decision making. They required an innovative method and technology solution to automate analysis of vital healthcare insurance data. Meeting HIPAA requirements and transitioning from a manual spreadsheet process to manage ICD9 codes further complicated the management of healthcare data. Updating the process was vital to get ahead of the ICD10 move.

#### Solution

The client engaged Charter Global to develop a more effective process through innovative technology to analyze over 50 years of patient data. The team of highly skilled technology resources developed an algorithm to predict recovery time for thousands of clinical records for employer and insurance purposes.

The goal of the project was to be able to apply this complex data to predict the average length of care and anticipated absence for patient recovery. Improving the ability to automate, compile and evaluate this data enabled the client to use actual data instead of historical assumption for more accurate results.

## Results

The project had a significant impact on end user benefits for employers and insurance companies. With more actionable insight on data that was seamlessly integrated into its advanced analytic platform, the client had access to more accurate and meaningful information. Rich reporting capabilities allowed them to track, manage and automate a company's leave and absences in order to reduce risk and deliver more effective point-of-care clinical decision support.

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## About Charter Global

Charter Global has been providing IT services, skilled technology resources, consulting, and business solutions to mid-size and Fortune 1000 clients since 1994. From strategy to delivery, we offer expertise in a variety of leading technology platforms to ensure our clients' success.

- Established in 1994 with headquarters in Atlanta, GA, and development centers in India
- 1100+ IT professionals engaged in projects across the US
- Nearly 2 million IT consultant in our database
- Specialize in cloud technologies, open source, DevOps, mobility, ecommerce, and custom application development
- Expertise in Microsoft, IBM, AWS, SAP Hana Cloud Platform, SAP Hybris, Oracle Mobile Cloud Service, and JD Edwards
- Certifications: PCI, MS Certified Partner, Oracle Gold Partner, and SAP Edge Partner
- Established customer base of mid-size and Fortune1000 industry leaders in telecom, healthcare, media /entertainment, transportation, finance, energy, retail, and hospitality
- Some of the major clients we serve include AT&T, NCR, Cox, Verizon, and Macy's
- Awarded Top 150 workplaces by AJC for three consecutive years
- Member of the National Minority Supplier Development Council
- Recognized as a Proven Performer by ZeroChaos