

# ePower

## Integrated Web Solution for Health Plan Customer Self-Service

### Real-Time Information over the Web, Serving Members, Providers and Groups

ePower™ can help you reduce administrative costs by delegating common functions to your healthcare constituencies. Member, provider and employer user communities access the database in real time, increasing the speed at which they can obtain vital information and improving their satisfaction. This self-service approach means that your staff will do less of the work themselves, which will translate into a healthier bottom line for your organization.

ePower contains standard reports. DST Health Solutions can also help you add other core system reports to the job submission framework. Reports are easily viewable in an inbox folder using an interface similar to e-mail, which distributes documents to the Web. The inbox also enables workflow of enrollment forms between the member and employer.

### Provider Relations

Providers can check patient eligibility from their browser. Does a provider need to know why a claim has not yet been paid? ePower provides immediate answers. Does a provider need a PCP roster? ePower generates it for the provider. A general practitioner can use the provider directory search to locate a specialist within a certain area and immediately create a referral for that specialist. Also, ePower allows providers to attach and upload claims to the core transaction system.

### Member Services

Although inquiries from the member community are usually directed to the employers, you can offer employees the information and tools they need to help themselves. A member may self enroll to check the status of a claim or authorization, request dependent coverage or a member ID card, change a PCP or update their own demographics — all on-line through ePower, based upon pre-defined security permissions.

### Employer Ownership

How convenient would it be for your employer groups to reconcile their premium bills online? Through ePower, they can. ePower also boasts a full suite of enrollment transactions. The employer will no longer need to collect paper enrollment forms then route them to you for entry. Instead, employers may submit enrollment transactions in batch through the ECM Manager; or employees may enter enrollment data directly into ePower that is then automatically routed to the employer for verification and approval.

### Health Plan Support

ePower makes customer support easy and convenient by providing direct access to the database for the health plan (i.e., payer). When a provider or group calls with a question regarding information they see in ePower, the customer service representative can see the same screens as the provider or group. In addition, health plan access gives you the flexibility to allow your employees to work remotely by allowing a user to sign on as a provider or employer user.



**ePower Provider Home Page**

## Technology

ePower allows access by a wide variety of clients. It is a multi-tiered application, built on Java 2 Enterprise Edition (J2EE) standards, which provides enterprise-level distributed component technology including:

- Web applications
- Messaging middleware such as IBM MQ/Series
- Java applications
- Web services

A complete set of Enterprise Java Beans (EJBs) is the gateway to the underlying health plan engine. The Web application uses JavaServer Pages (JSP) for the user presentation layer.

## Web Creation and Hosting

DST's award-winning Web site design team can provide:

- Graphical design and corporate identity planning
- Site designs
- Digital animation, video and sound.

**Internet Basic Design**—Your Internet site will give immediate access to key information and transactions over the Web. DST's Basic Site provides:

- Fast startup
- Lower cost than wholly customized
- Web-enabled applications accessing DST systems in real time
- Customizable graphics and color
- DST Web hosting and support services.

**Intranet Basic Design**—An intranet creates an efficient workplace by offering:

- Secure access to information systems
- Immediate communications throughout your organization
- Remote worker access through a virtual workplace.

**Web Site Hosting and Maintenance**—DST takes the frustration out of ongoing maintenance of content and connectivity by offering a full range of support services.

- Site management tools make it easy for almost anyone in your organization to update Web site content quickly.
- Development services handle site structure changes.
- DST provides 24-hour hardware support to your employees so that connectivity is constant and reliable.

ePOWER FUNCTIONALITY	PROVIDER	GROUP	MEMBER	HEALTH PLAN
Claims Inquiry	◆		◆	
Authorization Inquiry	◆		◆	
Eligibility Inquiry	◆		◆	
Bulk Eligibility Request	◆	MHS		STEPP
Provider Directory Search	◆	◆	◆	
Authorization Additions (PowerSTEPP requires 1 CareSTEPP license)	◆			
Authorization Decision Matrix				STEPP
Update Demographics	◆	◆	◆	
Formulary Search	STEPP	STEPP	STEPP	STEPP
Member Roster	◆	◆		STEPP
Add and Terminate Members		◆		
Enrollment Workflow		◆		
Add Other Insurance		◆		
Change Tier & Benefit Package		◆		
Premium Billing Inquiry		◆		
Account Details Inquiry		◆		
Member Card Reprints		◆	◆	
Pre-Enrollment			◆	
Self-Registration			◆	
Change PCP		◆	◆	
Add Dependent Requests			◆	
System Admin/Config				◆
User Preferences	◆	◆	◆	◆
Job Submission	◆	◆		◆
Inbox	◆	◆		◆
ECM Manager (requires purchase of this module)	◆	◆		
Transaction Audit	MHS	MHS	MHS	MHS
Report Distribution				◆
Site Trends				STEPP
◆ Applies to PowerSTEPP and PowerMHS™ STEPP Applies to only PowerSTEPP MHS Applies to only PowerMHS				

## Contact Us

For more information on our ePower Integrated Web Connectivity solution, call DST Health Solutions, Inc. at 800.272.4799 or visit us at [www.dsthealthsolutions.com](http://www.dsthealthsolutions.com).

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