

Delta Dental Automates BI, Increasing Efficiency and User Satisfaction

THE CUSTOMER

Since 1982, Delta Dental of Arkansas has focused on advancing the public's oral health by becoming the market leader in quality dental benefits through innovatively designed dental plans and by assuring superior service to all customers at an affordable cost. The organization provides coverage to over 1.7 million individuals nationwide.

“Creation of the finance dashboard used to take two hours per day or more. We were able to build it quickly and easily, and users are happy with the capabilities.”

John Rankin
Information Technology, Programmer/Analyst
Delta Dental of Arkansas

THE CHALLENGE

Due to business demands, Delta Dental of Arkansas identified a need for more flexibility in customized data gathering and reporting within their claims managing process.

“The existing canned reports were inadequate and our users previously had no means of getting new reports other than opening a ticket with IT. Sometimes the requests were merely a parameter change, but meeting requests required time-consuming custom SQL queries and created a burden for IT. We needed a means for business users to get reports quickly and easily, and without disturbing developers from working on other projects,” stated John Rankin, Information Technology, Programmer/Analyst, Delta Dental of Arkansas.

As the number of helpdesk tickets continued to grow, the organization sought a solution to provide self-service reporting capabilities to empower users while reducing the burden on IT.

AT A GLANCE

The Customer

- Market leader in quality dental benefits

The Challenge

- User report requests created IT burden
- Manual creation of finance dashboards required 10+ hours weekly

The Solution

- Logi Info

The Results

- Finance dashboard now takes only minutes daily
- Users empowered with easy to use, self-service reporting

THE SOLUTION

“After evaluating several business intelligence solutions, we chose Logi Info due to ease and speed of implementation and the ability to generate reports quickly.

“We found that Logi Info would provide a good return on our investment and be a good value for the money.

“We have an Oracle database with transactional data and we use SQL Server Integration Services to dump data nightly to our SQL Server database in our data warehouse. We have the capability to hit either the data warehouse or the Oracle transactional database, but the majority of the data comes from the data warehouse. To develop these reports, our developers only need to know some SQL and Logi Info provides the rest. No in-depth programming knowledge is required,” stated Mr. Rankin.

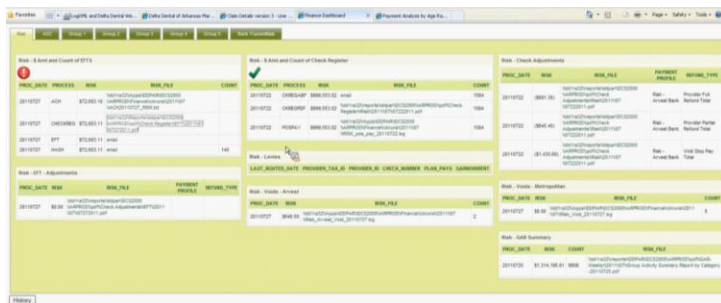
Delta Dental of Arkansas also uses Great Plains for accounting, and is able to mine data from the general ledger to report on accounting information with Logi Info.

THE RESULTS

Using Logi Info, Mr. Rankin created a variety of dashboards and reports for business users to analyze data related to claims, eligibility, and dental care providers. The Delta Dental of Arkansas report generator website offers reports covering six areas of the business, and each area now has between five and thirty different reports.

Dashboard

“The finance dashboard is used by our finance department to reconcile their data. Creation of this dashboard used to take two hours per day or more. Users had to go to numerous directories and copy and paste data into a spreadsheet in order to see if numbers were balanced. If there were any discrepancies with the data, it would require even more time to do research.



“We looked for a ‘canned’ solution, and found one vendor quoting \$60,000 for the first year alone. At that point, we had Logi Info, but hadn’t yet used it for our finance dashboard. I then realized that we could use to meet this need as well.

“Frankly, the most time-consuming part of building the dashboard with Logi Info was simply getting all the requirements from finance and establishing the various data sources. At that point, we were able to move quickly to complete the project with Logi Info,” stated Mr. Rankin.

The dashboard automatically contains links to various reports. Red exclamation points indicate that numbers are out of balance, and green checks indicate everything is in balance. Users can also click history to view what occurred in the past. What previously took two hours daily now takes five minutes with LogiXML. Delta Dental of Arkansas also has dashboards for other lines of business and clients.

Detailed and High Level Reports

Delta Dental of Arkansas users frequently need to see claims reports with detailed listings line-by-line or high-level summaries.

The reports created with Logi Info display such details as submitted fee, approved fee, allowed fee, paid amount, and patient payment. The system provides self-service reporting by enabling users to enter parameters such as dates and group numbers.



Users can also drill down to see details, such as specific procedure code, processing policy, and reasons for denial. Additional capabilities include column sorting, display of grand totals on every screen, and exporting to Excel, PDF, or CSV.

User Satisfaction

“In addition to reducing the IT burden, we’ve received positive feedback from users. In the past, users had to go to twenty different Windows directories to look at reports. Now they can access one view through a dashboard that is updated daily. Users are happy with both the dashboard and report customization capabilities,” concluded Mr. Rankin.