

ConSol Success Story

CONSOL CM AND SAP IN ENTERPRISE CASE MANAGEMENT



Customer
AOK Bayern

Industry
Insurance

Website
www.aok.de/bayern

Solution
ConSol  CM
with SAP interface



Overview
Efficient tracking of fraud cases in the healthcare sector and accelerated access to data thanks to SAP integration

- Benefits**
- ▶ Automation of manual processing steps thanks to up-to-date access to data
 - ▶ Processing screen contains all relevant data
 - ▶ Increased flexibility in IT systems and when accessing data sources
 - ▶ Sustainable reduction in software development costs





AOK Bayern: Quick and easy access to the latest data


AOK Bayern has been successfully working with ConSol  in the areas of medical malpractice and IT service management for many years. At the largest health insurance company in Bavaria, the SAP interface of the company's specialist application "Malpractice in the Healthcare Sector" is now up and running based on the **enterprise case management** solution ConSol  CM.

The SAP integration became necessary after October 2009 when old customer databases were no longer maintained and SAP began to be used as the **central directory service**. ConSol  CM supplies the new interface with up-to-date data on policyholders and healthcare providers and thereby enables previously manual processing steps to be automated. In order to connect SAP to ConSol  CM, the **Mule Enterprise Service Bus (ESB)** was used as a middleware layer. The ESB resolves data on historical health insurance, pension, and healthcare providers, combines the results of several SAP interface requests with data on address, period of coverage, and contract, as well as identification numbers, and converts all of this data into a standardized format.


The decoupling of the systems using ESB as a middleware layer, the use of open communication protocols (Web services, JDBC, SMTP) and the transfer of the integration logic into ESB all followed the principles of **service-oriented architecture (SOA)**. This enables the user to react quickly to new requirements in the future, to extend customer data requests to include other data sources, or to replace older systems, without having to modify the business applications involved.

The new ergonomic screens contain all information on policyholders and healthcare providers that is relevant for daily business operations, making the painstaking compilation of data from several systems a thing of the past. A further advantage is that employees all work on a common system, which **saves both training and licensing costs**.

Furthermore, the methadone management process has been integrated into ConSol  CM. The German directive on the prescription of narcotic drugs (Betäubungsmittelverschreibungs-Verordnung, or BtMVV) obliges doctors to report the prescription of methadone to the health insurance company. Previously, the reports had to be retrieved and examined across seven different regional access databases. Many processing steps had to be carried out manually by AOK employees, for example, to check whether the patient is insured or whether they have been obtaining methadone prescriptions from several doctors. The workflow integrated into ConSol  CM now performs this check automatically. As part of this process, the methadone case management system accesses up-to-date insurance data via the new interface.

"ConSol  CM helped AOK to take the first step towards SOA. From now on, AOK can react to changes flexibly and can sustainably reduce costs in software development."

*Peter Schmitt,
Senior Executive Manager in Customer Management
at Kubus IT, the IT service provider of AOK Bayern*

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