



HYLAND HEALTHCARE | CUSTOMER SUCCESS

Priority Health

OnBase ensures accurate, convenient Medicaid transportation and customer satisfaction

THE CHALLENGE

Priority Health provides Medicaid non-emergency transportation to its individual, family and employer-group members. The health payer’s custom Oracle database lacked flexibility and made it unnecessarily difficult to schedule rides with vendors, members and providers. Priority Health wanted a solution that would guarantee accuracy and convenience.

The payer did just that when it automated the entire process with OnBase an enterprise information platform.

THE SOLUTION

After having tremendous success with OnBase in other departments, Priority Health expanded its solution to minimize errors when coordinating transportation. And, by automating tasks, from initially entering a member’s information to rescheduling appointments, OnBase also ensures all parties receive real-time updates.

Member transportation needs vary. While one member may only need a ride one time, another member may rely on this service for many appointments. OnBase easily manages multiple vendors and multiple rides.

“OnBase Workflow and WorkView provide clearer communication with our transportation vendors. We retired the old system.”

Matt McLaughlin
System Coordinator
Priority Health

“It’s a situation in which you’re going to have the same members calling the same vendors to request multiple rides, so having that ‘one-to-many relationship’ makes OnBase WorkView so nice to use,” said McLaughlin.

OnBase associates a member’s ride schedule with all other appropriate personal and appointment information, providing Priority Health staff with a complete view of member information in one central location. By using the Medicaid ID number as a keyword, staff may easily search for previous transportation requests or confirm a name and location of a doctor.



SIZE
1,000 employees

LOCATION
Grand Rapids, MI

DEPARTMENTS USING ONBASE
Behavioral Health
Business Analytics
Claims
Commissions
Enrollment
Finance

Group Administration
Medical Authorizations
Medicare
Pharmacy
Provider Contracting
Provider
Reimbursement
Quality Assurance

PAYER-SPECIFIC DEPARTMENTS
Customer Service
Medicaid
Risk Management
Sales

“ The WorkView application allows the Medicaid reps to quickly retrieve and duplicate recent ride requests, something that was not available in the previous application.”

Matt McLaughlin
System Coordinator
Priority Health

Once the date and time of the new appointment enters OnBase, the solution automatically sends a notification to the transportation vendor with all of the logistical information. Should an update or change occur to that appointment, OnBase also automatically notifies all parties involved — the member, vendor and provider.

THE DIFFERENCE

Stores data in one centralized location:

Whether entering a member’s Medicaid ID number and personal information for the first time or updating a scheduled appointment, employees never leave OnBase to access related member, provider or vendor information.

Saves time:

One complete view of all information, activities and correspondence increases employee productivity and eliminates the need to jump between multiple applications, emails and call logs.

Improves customer service:

With a service as valuable as non-emergency Medicaid transportation, it’s crucial to prevent scheduling errors that keep members from making it to doctors’ appointments. OnBase tracks and manages transportation schedules and communication to ensure a seamless and reliable experience for both members and providers.

Learn more at [Hyland.com/Healthcare](https://www.hyland.com/Healthcare)

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