



## 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

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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## Why Charter Global

- Founded in 1994; Headquartered in Atlanta, GA with development centers in the U.S, India, and Serbia.
- Developed a portfolio of over 100 successful project implementations.
- Nearly 1000 full-time IT professionals support client projects.
- Established customer base of Fortune 1000 industry leaders.
- Our experience spans pharmaceutical, manufacturing, telecom, finance, health care, media / entertainment, airlines, energy, retail and hospitality industries.
- Active database of nearly 2M consultants.
- Experienced Talent acquisition teams support client projects.

## About Charter Global

Charter Global drives innovation in IT projects and business operations by defining strategy and providing consulting, digital solutions, custom development, and skilled resources. With an established customer base of Fortune 1000 industry leaders and over 100 successful project implementations, our experience and proven methodologies enable our professionals to deliver industry leading solutions in cloud technologies, open source, DevOps, mobility, CRM, AI/ML, AWS, SAP, Microsoft & Pega BPM.