



# AI-DANT

## TECHNOLOGIES

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# INTRODUCTION



## **CASE STUDY:**

## **SELF-SERVICE HIPAA EDI TRACKING ACROSS CLAIMS, ELIGIBILITY, AND PAYMENTS**

**Client:** Leading Health Insurance Provider

**Solution:** TrackEDI (Cloud-Native Transaction Tracking & Analytics Platform)

**Use Case:** End-to-end visibility, traceability, reconciliation, and operational reporting across HIPAA EDI flows

# EXECUTIVE SUMMARY



Client required a faster, self-service way for business users to track, trace, and report on HIPAA EDI transactions across high-volume healthcare operations.

While their existing middleware handled inbound/outbound EDI mapping and routing, business teams still lacked a simple way to locate documents, validate processing status, and troubleshoot trading partner issues without involving IT.

## BUSINESS CHALLENGE

Healthcare EDI environments involve high transaction volumes, many trading partners, strict timelines, and constant operational questions such as:

- Did we receive the HIPAA file, and from which sender?
- Was it processed successfully through the downstream flow?
- Which receiver party did we send it to?
- Can we quickly pull transaction history to validate a claim or eligibility response?
- Can we report by trading partner and transaction type without escalating to IT?
- 997/999 Acknowledgement reconciliation non-existent

Even with stable middleware in place, Client needed a **business-friendly visibility layer** that could reduce tracking effort, minimize delays, and improve operational accountability.

# SOLUTION



Client used TrackEDI as the centralized platform for operational visibility into HIPAA EDI document flow and trading partner activity.

## **What TrackEDI Delivered ?**

TrackEDI enabled Client's business and operations users to:

- Track inbound and outbound HIPAA EDI documents across the enterprise landscape
- Search for transactions instantly without opening IT incidents
- Trace documents end-to-end by sender and receiver party
- Support claim workflows where claims needed to be split and tracked for operational traceability
- Generate reports by partner, document type, and time window
- View documents in intuitive, user-friendly formats rather than raw EDI text files

By implementing TrackEDI, customer enabled operations teams to search, trace, and report on HIPAA EDI transactions in real time—across claims, eligibility, and remittance flows—without opening IT incidents for routine tracking requests.

# KEY OUTCOMES



With TrackEDI, Client achieved meaningful improvements in healthcare transaction operations, including:

- **Reduced dependence on IT** for transaction tracking and document retrieval by 90+%
- Faster turnaround for trading partner issues and document investigations
- Improved operational visibility through **sender/receiver-based tracing and reporting**
- Lower volume of tracking-related incidents and tickets
- Higher confidence for business users when validating HIPAA transaction movement and status in real time

By complementing their existing middleware with TrackEDI's visibility layer, Client empowered business users to find documents quickly, reduce IT incident creation, and improve operational transparency across high-volume HIPAA transaction activity.

# ARCHITECTURE FIT



**TrackEDI worked alongside Client's existing middleware architecture:**

- Middleware continued to handle transformations, mappings, and routing
- TrackEDI provided the tracking, traceability, and operational reporting layer
- Business teams gained self-service document visibility and reduced reliance on IT for day-to-day tracking

## WHY IT MATTERS FOR INSURANCE PROVIDERS

**Healthcare enterprises operate in an environment where speed, accuracy, and traceability directly impact:**

- Payments and remittance processing
- Provider experience and operational responsiveness
- Member experience and service timelines
- Trading partner accountability and performance

TrackEDI provides a scalable way to deliver **real-time operational visibility** without scaling IT workload, helping organizations shift from reactive troubleshooting to proactive transaction control.

# About / Why Aidant:

## About:

Aidant Technologies is an **IBM Silver Partner** and **Microsoft Silver Partner**.

- **20+ years of Data Integration, EDI and middleware specialization.**
- Proven **accelerators and toolkits** around BizTalk and migration
- Deep understanding - **architecture, runtime, and backend database**
- **.NET / Java experts**
- **<https://trackedi.com> platform - makes customer operations 90%+ efficient**

## Why Aidant ?

- For the past **15+ years**, Aidant has led and supported middleware modernization and migration programs—upgrading legacy BizTalk environments to newer versions and migrating BizTalk workloads to **Azure, AWS, Cleo, and IBM webMethods iPaaS (IWHI)**.
- Our approach is grounded in **back-end discovery and dependency-driven migration planning**, not just “front-end” artifact conversion; reducing risk, avoiding surprises, and accelerating delivery.
- Aidant team understands EDI Data, B2B protocols and Trading Partner Management with 25+ years of experience.