

# KePRO



## Business Background

- ❑ KePRO, a care management company, has a problem with Medicare fraud in Florida. Fraudulent claims from medical providers make up a great percentage of Medicare costs in Florida
- ❑ “Home health care costs charged to Medicare in the Miami area have risen 20 times the national average in the past five years, prompting a federal investigation of suspected fraudulent billing.” – USA Today
- ❑ KePRO needed to create a remote workforce application that would deliver relevant case information to the field, collect data through interviews, and synchronize remote data with a server for centralized management and reporting

## Results

- ❑ Gathered, designed, tested, and deployed the application
- ❑ 100% automation of all forms, increasing personnel efficiency, data quality and accuracy
- ❑ Data synchronized between the remote application and the central server allowed nurses to perform reviews regardless of internet availability
- ❑ Server Administrator component of application allows for efficient administration of nurses and cases. Fax files and other attachments can be added to cases
- ❑ Assigned case data is securely synchronized to only the assigned nurse, including fax images and other related documents that might be needed in the field

## Challenges

- ❑ Deadline to plan and deploy application was very aggressive
- ❑ Gathered requirements, designed, tested and deployed to end users in six (6) weeks
- ❑ Case information used for the application was stored in a legacy data warehouse, requiring Teknion and KePRO to establish extraction processes for the necessary data