




---

## Overview

### Business challenge

To update their mainframe to meet HIPAA mandates and allow real-time transactions

### Solution

IBM Connectivity and Integration  
– IBM® Sterling B2B Integrator

---

# Florida Hospital

*IBM® Sterling B2B Integrator helps to position Florida Hospital as a leader in the healthcare industry*

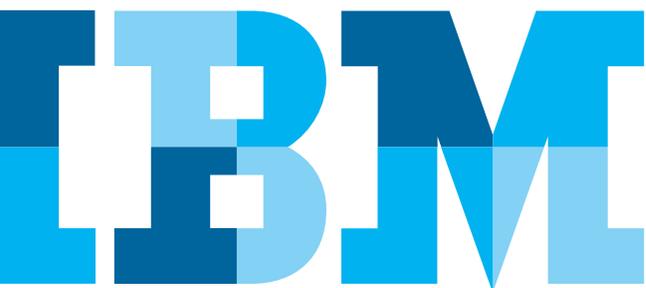
## Customer background

Over the last century, Florida Hospital has grown from a 20-bed cottage to a 2,247-bed hospital, with seven locations throughout central Florida. Owned and operated by Adventist Health System, Florida Hospital is the largest Medicare provider in the US, and serves healthcare needs with a holistic approach designed to heal mind, body, and spirit. In 2010, Florida Hospital had over 1,492,000 patient visits. First in the nation in Medicare heart procedures, Florida Hospital is a nationally recognized institute for cancer, cardiology, diabetes, orthopedics, and neuroscience.

## Business challenge

Florida Hospital recognized the need to upgrade their AIX-based IBM® Sterling Gentran® system to Sterling B2B Integrator to meet the real-time mandates of the Health Insurance Portability and Accountability Act (HIPAA) of 1996. HIPAA mandated the real-time transaction use of Insurance Eligibility (270/271) and Clinical Authorization (278) transactions. Sterling B2B Integrator offers these solutions. “Sterling Gentran is a robust product that did batch translation very well,” said Carlos Vargas, EDI and Integration Manager for Florida Hospital, speaking about their previous system. “But the healthcare industry is expanding real-time capabilities to include claim status, claim submission and claim adjudication, and Sterling Gentran could not support that,” said Ned Palmer, EDI Team Lead Developer.

Whether for surgery with next-day requirements, treatment authorization, or timely payment, Florida Hospital needed a secure, flexible, real-time system to offer the best service possible.



---

### Business benefits:

- Offers real-time
  - Reduces cost
  - Offers eligibility
- 

### Solution

With Sterling B2B Integrator, Florida Hospital ensures regulatory compliance, with minimal disruption to current systems and processes. Sterling B2B Integrator replicates the EDI functionality provided by Sterling Gentran, and provides Florida Hospital with real-time connectivity, HIPAA compliance, and the flexibility to work with a diverse group of payers, vendors, and suppliers.

As to finances, Sterling B2B Integrator enables Florida Hospital to submit patient insurance eligibility inquiries in real-time, increasing admissions speed and accuracy, and reducing receivables by confirming co-pays and non-covered amounts before elective services are rendered. Treatment authorizations, currently under development, will enable Florida Hospital to receive real-time approval for a specific procedure, thereby ensuring full payment of contracted amounts.

“After implementation we have discovered other innovative features in Sterling B2B Integrator in addition to EDI Mapping,” said Vargas. “It is a major benefit to the hospital now and will continue to be in the future.”

---



---

*“Sterling B2B Integrator has positioned us to take the lead in the healthcare industry.”*

— Carlos Vargas, EDI and Integration Manager,  
Florida Hospital

---

## Key benefits

### Real-time

Sterling B2B Integrator offers Florida Hospital the real-time visibility it needs to maintain its lead in healthcare. Real-time helps the admissions process to be faster and more efficient, with early payment discounts and sharp reductions in manual paperwork and human error. In addition, their level of service has improved because they can ensure next-day requirements and the necessary supplies for patient care.

### Reduced cost

With Sterling B2B Integrator, Florida Hospital has reduced cost, improved cash flow management, and increased cash collections while controlling bad debt. It helps ensure timely payment of vendor invoices to maximize available discounts, and avoid late payment charges. Based on scheduled surgical cases, Sterling B2B Integrator enables Florida Hospital to electronically order supplies as needed to stock just-in-time inventory, lowering carrying costs.

### Eligibility

In addition to the traditional EDI and financial transactions, Florida Hospital is able to complete healthcare-specific transactions covered under the HIPAA laws.



---

© Copyright IBM Corporation 2011

IBM Corporation  
Software Group  
Route 100  
Somers, NY 10589  
USA

Produced in the United States of America  
December 2011

IBM, the IBM logo, ibm.com and Sterling Commerce are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both. If these and other IBM trademarked terms are marked on their first occurrence in this information with a trademark symbol (® or ™), these symbols indicate U.S. registered or common law trademarks owned by IBM at the time this information was published. Such trademarks may also be registered or common law trademarks in other countries. A current list of IBM trademarks is available on the web at “Copyright and trademark information” at [www.ibm.com/legal/copytrade.shtml](http://www.ibm.com/legal/copytrade.shtml).

The information contained in this publication is provided for informational purposes only. While efforts were made to verify the completeness and accuracy of the information contained in this publication, it is provided AS IS without warranty of any kind, express or implied. In addition, this information is based on IBM's current product plans and strategy, which are subject to change by IBM without notice. IBM shall not be responsible for any damages arising out of the use of, or otherwise related to, this publication or any other materials. Nothing contained in this publication is intended to, nor shall have the effect of, creating any warranties or representations from IBM or its suppliers or licensors, or altering the terms and conditions of the applicable license agreement governing the use of IBM software.

References in this publication to IBM products, programs, or services do not imply that they will be available in all countries in which IBM operates. Product release dates and/or capabilities referenced in this presentation may change at any time at IBM's sole discretion based on market opportunities or other factors, and are not intended to be a commitment to future product or feature availability in any way. Nothing contained in these materials is intended to, nor shall have the effect of, stating or implying that any activities undertaken by you will result in any specific sales, revenue growth, savings or other results.



Please Recycle