Nueces County Hospital District

Nueces County Hospital District

Board of Managers

Indigent Health Care Software Modernization Project

Prepared For:

NCHD

Presented By:

Indigent Healthcare Solutions

September 24, 2024

IHS
INDIGENT HEALTHCARE SOLUTIONS

IHS Customers

IHS

INDIGENT HEALTHCARE
SOLUTIONS

An intuitive, comprehensive software **solution** developed exclusively for health care assistance programs by a company known for world-class support.

★★★★★

The #1 Software in Indigent Health Care Offices

Indigent Health and Medical Assistance Programs

IHS is a Complete Software Solution

- The IHS software is tailored to your unique needs.
- Your local and state forms can be integrated into the dynamic IHS software suite.
- Determine client eligibility based on state and local guidelines.
- Evaluate client rolls and perform case management functions.
- Ensure you pay only the rates that you are required to pay.
- Produce summary, detail, and graphic reports with the click of a button.

IHS is Easy to Use

- Our software is browser-based and is intuitive for anyone that uses the internet.
- New user training is performed in person and on-site in your office.
- We do not rest after the software is installed. Our committment to customer service demands that we are available by phone and email 24 hours a day.
- Self-study training videos are produced with each software update.
- IHS organizes conferences for each new release of the software as well as in-person and web training sessions throughout the year.

IHS is a Trusted Provider

- Over 200 County offices across the nation trust IHS and our software.
- IHS has a 20+ year track record of providing dependable software solutions to local entities & county governments.
- IHS Software is guaranteed secure and HIPAA Compliant.
- IHS has been rated with 100% Customer Satisfaction for 8 consecutive years.

Features Overview:

- Direct 24/7 Customer Support
- An experienced service team with the tools to ensure that your needs are met
- No up-front money required and no long-term commitment
- Ability for clients to apply online via computer or mobile device
- Integrated client eligibility determination based on your standards
- Ability to calculate payment rates based on Medicaid, Medicare, or local standards
- Fully integrated and updated CPT© codes, ICD-10© diagnosis codes, and NDC drug codes
- Program customization that allows flexibility to meet your specific needs
- Integrated rules for timely filing limits
- Electronic generation of state and local forms
- Real-time client expense tracking and alerts
- Real-time budget tracking
- Dynamic notes section for clients, providers, and payments
- Numerous client reports including Active Client Rosters & Termination Lists
- Numerous invoice reports including Provider Explanation of Benefits (EOB)
- Numerous administrative level reports including Trends Reports and Utilization Reports
- Robust reporting functions with Microsoft Excel™ compatibility
- Client screening and appointment scheduling for each caseworker
- Ability to interface with many existing Pharmacy Benefit Management (PBM) companies
- Secure webserver that allows you access from anywhere via the Internet
- Release-based updates driven by feedback from those that know best – our users
- Fully documented software with readily accessible, full training videos
- HIPAA Compliant

Optional features include:

- Seamless imaging system that allows electronic file storage for clients, providers and bills
- Medicaid PowerSearch to seek out clients who are on any of Medicaid's 150+ programs
- Ability to interface with many existing financial systems used by county auditors, treasurers, or finance departments
- SMS Text Alerts for Client Appointment Reminders

IHS

IHS Software
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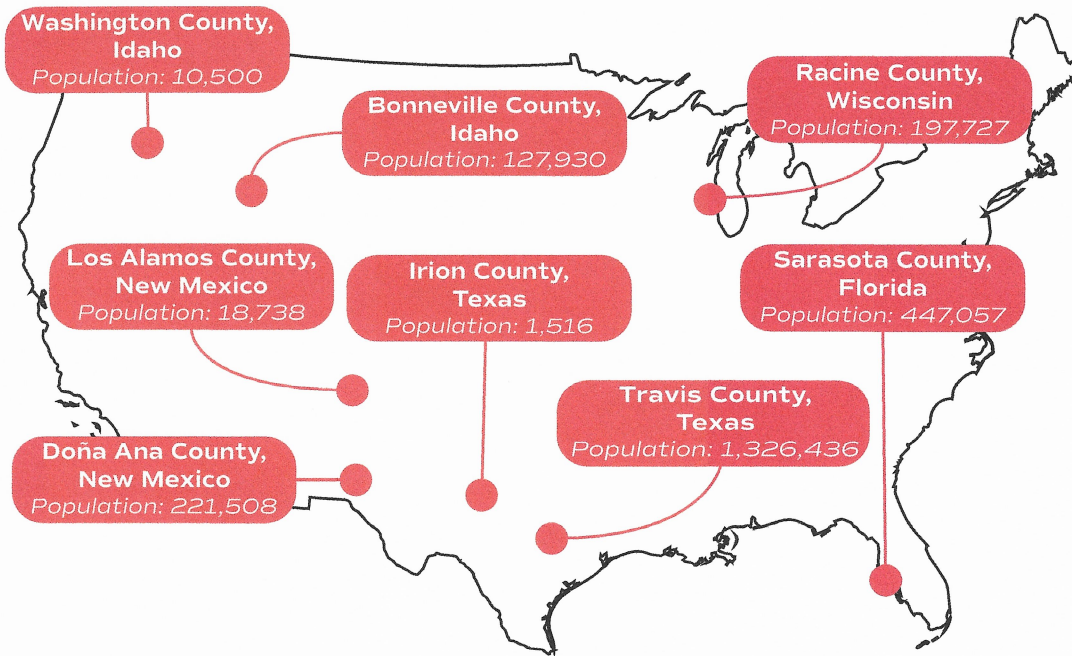Phone: 800-834-0560
Fax: 936-756-6741

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Different Counties, Different Sizes
Same Solution

Washington County, Idaho
Population: 10,500

Bonneville County, Idaho
Population: 127,930

Racine County, Wisconsin
Population: 197,727

Los Alamos County, New Mexico
Population: 18,738

Irion County, Texas
Population: 1,516

Sarasota County, Florida
Population: 447,057

Travis County, Texas
Population: 1,326,436

Doña Ana County, New Mexico
Population: 221,508

County Health Offices:

IHS is the #1 software in America for county health service & indigent offices.

· We use your local guidelines to determine client eligibility.

· Your local forms and letters are seamlessly generated by the software.

· Local and state formularies are integrated into our bill payment software.

· The IHS software features built-in client and financial reports as well as the ability to generate local and custom reports.

Sheriff's Offices & County Jails:

IHS saves sheriffs' offices millions each month on inmate medical claims.

· IHS saved counties over **$122 million** last year on inmate medical bills.

· Over 200 counties and sheriff offices use the IHS software to reprice claims.

· You can easily track county spending and your savings through a variety of summary, detailed and graphic reports.

IHS

Phone: (800)834-0560 · Email: info@ihssoftware.com · Web: ihssoftware.com

Historical Perspective
Nueces County Hospital District
And
<u>Indigent Healthcare Solutions</u>

- Indigent Healthcare Solutions (IHS) and the Nueces County Hospital District (NCHD) began informal talks pre-COVID.
- After COVID, Indigent Healthcare Solutions and the Nueces County Hospital District began talking at the 2023 Texas Indigent Health Care Association (TIHCA) Conference in Corpus Christi.
- In preparation for a presentation of the IHS software, IHS representatives spent time shadowing NCHD employees to see if there was a mutual "fit" of how the district operated and the IHS software.
- A software demonstration was presented in December 2023.
- Additional visits were made to the district to understand processes unique to NCHD.
- Without a contract or commitment from the district, IHS made software modifications / customizations to demonstrate to the district our ability to serve the district's requirements.
- Agreements being considered by the district were vetted by Mrs. Guerra.
- Discussions were held with your IT department to understand data conversion issues.
- Tonight, we are here to answer any questions you may have as you consider allowing IHS to serve NCHD.

Current Limitations Of Legacy Software Being Used
By The District

- The current software is "stale". It is an "old version" which is no longer being kept current.
- There are numerous disjointed processes consisting of multiple software programs with individual logins and passwords for each.
- Instead of having a report generator interfaced directly with the software, Crystal Reports is a third-party software application which is used to process various reports and forms for the database. This causes limitations when trying to data mine information.
- The current process requires the manual adding and updating of medical billing codes and various fee schedules.
- The payment codes and formularies are out of date.
- The legacy software provider is unresponsive to the district's needs.
- The age of the legacy software requires the district to use an outdated and unsupported / unsecure internet browser. The IT Department indicates it is "a struggle" to support and is a security risk.
- There are many time-intensive manual processes employed as workarounds in areas such as denying claims, changing patient status, etc.

Highlighted Features Of The Software Being Considered
By The District

- Indigent Healthcare Solutions (**IHS**) is a Texas company based in Conroe, Texas since 2001.
- The IHS Software has been designed specifically for Texas county indigent programs and hospital districts in Texas.
- Currently, over 180 Texas counties, hospital districts, and public hospitals license the IHS software. We serve Texas customers with populations of less than one thousand to well over a million citizens. We also serve counties in New Mexico, Florida, Wisconsin, and Idaho.
- Both our Chief Software Designer (Keith Eley) and our Director of Customer Support (Chris Wilson) were born and raised in Corpus Christi. Keith also graduated from Texas A&M Corpus Christi.
- Our business model is unique in that IHS does not require any money upfront from the district.
- Our software is user-friendly with an intuitive user interface.
- Our solution includes integrated document scanning for a true electronic record.
- The IHS Provider Pipeline provides real-time eligibility status information for your providers.
- The IHS Application Portal allows applicants to submit applications to the district remotely. They can create their own passwords and upload their documents.
- The district will be able to send mass text messages to its clients notifying them when their coverage will expire, appointment reminders, or office closures.
- Our software supports many secure internet browsers.
- IHS provides a wide array of reports and custom ad-hoc reporting capabilities. All reports and forms are fully integrated into our software (we do not use third-party solutions).
- Our software provides a complete audit trail of reports, forms, and letters produced to eligible customers.
- Medical billing codes and payment formularies are updated automatically ensuring the district is always paying medical bills accurately.
- Our release-based software continues to evolve with enhancements and bug fixes at no additional charge.
- IHS provides responsive 24/7 customer service.

Specifics Of The Software License Agreement Being Considered

By The District

- Term of the agreement is 2 years, beginning in November 2024[1].
- No money is paid to IHS upfront upon approval of this agreement.
- This is a monthly software license agreement based on the number of concurrent user licenses which is 16.
- This includes document scanning, Provider Pipeline, Client Portal and SMS Texting to clients.
- The data remains the property of the district and IHS cannot use the data in any way.
- The total monthly cost of the software license will be $4,944.00.

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[1] Presumes IHS has the data to be converted.