

# Leading **THE** PAC

WITH

**Quality**

**Performance**

+

**Affordability**

+

**Powerful**

**Functionality**



SOLVING TODAY'S PRACTICAL PROBLEMS

# Delivering the Complete PAC-age

*HEALTHpac's core platform and all-inclusive benefits administration applications provide comprehensive functionality, low cost of ownership and proven return on investment. CORE 1, 2 and 3 compliant, 5010- and ICD-10 ready, HEALTHpac is the trusted choice of 80+ diverse administrators nationwide.*

## HEALTHPAC MODULAR APPLICATIONS INCLUDE:

**Auto Adjudication:** Enables clients to achieve in excess of 70% auto-adjudication and increase efficiency

**Benefit Plan Administration:** Provides comprehensive command of the entire range of benefits and claims management

**Billing & Financial Administration:** Simplifies individual and group billing for standard or complex, user-defined products; organizes, expedites and simplifies billing; offers customizable support files and manages broker compensation

**CDHP Management:** Offers unified tools that function across all account activity to simplify employee use and facilitate adoption

**Case Management/Utilization Review Solutions:** Delivers a highly flexible tool that can be customized to customer needs, including concurrent review, pre-certification and pre-authorization

**Claim Adjudication:** Covers Medical, Rx, Dental, Vision, and Disability

**Correspondence Generation & Management:** Enables communication with employees and providers, either on-demand or in an automated follow-up process

**Customer Relationship Management:** Manages customer service tasks and keeps detailed records of the services provided; real-time access to healthcare information and multiple information screens

**Eligibility Management:** Delivers CORE compliance to support full eligibility, including COBRA administration and CMS111

**Image Management:** Allows for the indexing of scanned images and attaching them to records within the HEALTHpac system

**Integrated EDI:** Includes transaction sets (both in- and out-bound) 270, 271, 276, 278, 834, 835, 837, and 999

**Pricing:**

- **Hospital Contract Management:** Manages, evaluates and optimizes reimbursement to achieve the required returns for hospital contracting and fee schedules
- **Provider Network Fee Schedule Management:** Provides fee schedule information to participating physicians

**Reporting & Analytics:** Retrieves data from multiple applications within an organization's network to generate on demand and scheduled reports

**WEbeci:** Provides automated, self-service access for providers, brokers and employees to real-time data and information

**Workflow Automation:** Allows payors to establish sorting criteria and automates job routing of claims and images in real-time

*HEALTHpac also provides interfaces/integrations with many third-party vendors.*





Backed by a billion dollar company, Eldorado is a division of Mphasis, an HP Company. It serves the full spectrum of organizations engaged in managing health benefit plans including third party administrators, health plans, ACOs, employers and self-insured organizations. Together, Eldorado customers manage five million lives and handle 35 million claims annually.

*To learn more about HEALTHpac,  
visit [www.eldoinc.com](http://www.eldoinc.com) or contact us at 602.604.3100.*

“Coastal TPA, Inc. selected Eldorado based on their longevity in the healthcare payor market, their willingness to work with our current claims system vendor to ensure a smooth transition of claims data and, most importantly, their dedication to ensuring (pro-actively) that their claims system continues to meet the ever changing demands placed on the healthcare payor market by legislators and our clients.”

**DEBI HARDWICK**  
*President/CEO*  
*Coastal Management Services*  
*Coastal TPA, Inc.*



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