



# Customer Case Study: Paramount

## Customer Profile

Company: Paramount  
Founded: 1988  
Corporate Office: Maumee, OH  
Vertical: Healthcare

## Industry

The largest HMO in northwest Ohio, recognized nationally for its quality, innovation and member satisfaction. Paramount is an affiliate of ProMedica.

“It had to be the data that would make people want to use it. We want them to say, ‘I’ve got to go get the UCMD because it has exactly what I’m looking for every single time.’”

**Tammi McCormick**  
Project Manager,  
Paramount

Paramount is one of just a few companies selected to serve members in the Ohio Medicaid Comprehensive Primary Care (CPC) program. Including its Medicaid population, this NCQA-accredited HMO has more than 350,000 members who rely on its quality medical and dental health plans.

To support regulatory requirements for the Ohio Department of Medicaid and advance quality care for all its members, Paramount established an interoperability initiative for bi-directional exchange of timely, meaningful, actionable data with its providers. At the core would be an integration platform and connector solution enabling real-time generation of auto-triggered Continuity of Care Documents (CCDs), which are built using HL7 Clinical Document Architecture (CDA) elements, and Universal Care Management Documents (UCMDs), a new standard document created by Paramount for sharing relevant case management information with the primary care practice care navigators to support member care. Paramount’s integration team chose Casenet TrueCare Linx powered by HealthLX to facilitate data exchange between its TruCare care management platform and its providers’ systems.

## CHALLENGES

- Data overload – identifying and ensuring only the data most relevant for providers would populate the UCMD in order to make it both meaningful and actionable
- Duals – preventing information gaps for members with dual coverage through Medicaid and another plan
- Compliance with regulations for substance abuse disorder data – State of Ohio regulations for handling substance abuse disorder information conflict with federal regulations, requiring a unique solution

## HLX SOLUTION

HealthLX led the project from planning through implementation delivery, testing, production and go-live. HealthLX’s implementation team of business analysts, integration engineers and software developers collaborated with Casenet, Paramount, and ProMedica’s Epic team to meet the HMO’s business objectives for interoperability:

- Created human-readable pdfs from C-CDA formatted files, and from the UCMD
- Implemented an integration platform to integrate TruCare with Paramount’s parent company EMR (Epic) and document management system (Maccess) for inbound and outbound data-sharing between multiple systems
- Deployed a web-based UI for configurable reporting of TruCare data

The HealthLX team designed and deployed a data filtering solution to meet State of Ohio regulations for substance use disorder data. To handle duals, the team designed the Member/Patient ID system to map incoming provider data to all instances of the member’s record within TruCare, ensuring that care managers can access and use the latest data from any location, with any plan, to make informed care decisions and deliver high-quality service.

HealthLX also provided transition support to ensure data exchange was smooth and reliable for Paramount in advance of the regulatory deadline.

## RESULTS

TruCare Linx powered by HealthLX has proven to be a viable solution for Paramount. The HMO is on track with its initial 12-month projection to receive 650,000+ CCDs from hundreds of providers, and generate 1M+ UCMDs for those providers.

The interoperability solution's automation is creating significant time savings and streamlining workflows for Paramount's care managers:

- With automatic ingestion of CCD information into Paramount's system, care managers can view and review data instantly rather than spend a minute on average to log into the provider portal and retrieve the information.
- In addition, prior to solution deployment, care managers were spending up to two hours to create a report, filter out all substance abuse disorder data and deliver the report to the provider. Now, UCMDs are automatically created and pushed to the provider's EMR.

Automation is essential for Paramount to meet the Ohio Department of Medicaid's new compliance requirements. With the TruCare Linx solution powered by HealthLX, Paramount has found a faster, effective and more affordable solution.



### DATA EXCHANGE

Receive 650,000+ CCDs  
Generate 1M+ UCMDs



### DATA REVIEW

Instant vs. 60+ Seconds



### REPORT CREATION

< 5 minutes vs. up to 2 hours