Catalog of Enterprise Systems at HPSJ

System Name: QNXT claims processing system

Vendor: TriZetto

Purpose: Adjudicates medical claims and encounters. Determines amount owed to the provider per their contract with HPSJ.

Data: QNXT holds member eligibility data, provider fee schedules, and submitted and paid claims.

Primary custodian of this system: Information Technology

Frequency of data collection/update: daily for member and claims; as needed for provider.

System Name: Doctor's Referral Express (DRE)

Vendor: N/A

Purpose: Allows providers to submit requests for prior authorizations for services. Provides member information to the Primary Care Providers for their assigned members.

Data: Prior authorizations

Primary custodian of the system: Information Technology

Frequency of data collection/update: daily

System Name: Cactus

Vendor: Cactus Software

Purpose: Repository for information required to credential a provider.

Data: Provider demographics.

Primary custodian of the system: Information Technology

Frequency of data collection/update: daily

System Name: Everest Appeals and Grievances

Vendor: Everest

Purpose: To track and manage the member and provider cases for grievances and appeals.

Data: Member grievances regarding the denial of an authorization; provider appeals regarding the payment of a claim

Primary custodian of the data: the Medical Management Appeals and Grievances team

Frequency of data collection/update: on demand, in accordance with the receipt of an appeal or grievance.