



CorVel Corporation is a national provider of leading-edge healthcare management services and solutions for the workers' compensation, auto/liability, group health and disability insurance markets.

Hitachi Consulting works with companies to understand their needs and develop and implement practical strategies, processes and IT solutions to help them manage their enterprise effectively. We are committed to delivering measurable results and transferring knowledge to optimize client investments.



## C Case Study: CorVel

### Business Challenge

To combat skyrocketing healthcare costs and manage increasingly complex and time consuming transactions, CorVel Corporation offers employers, administrators and government entities a technology solution for case management, utilization management, medical bill review, and disability management programs, as well as a network of preferred providers.

In the beginning, CorVel's clients submitted service requests via fax or phone. Intake was slow and clients had no way of determining request status, review related case notes, or request changes without calling the assigned case manager. Additionally, CorVel did not have a central repository for information, and management of the decentralized client-server application became increasingly difficult as CorVel grew.

With the vision of bringing the interests of three healthcare constituents together—the patients who use the care, the physicians who provide the care, and the employers or insurance providers who pay for the care—CorVel began development of a web-based product named Care<sup>MC</sup> that would allow customers to submit service requests online.

CorVel's strategy was to develop the customer self-service features first, then develop the back-end administration and client-setup tools over future releases. Given that the nature of CorVel's business involves personal medical information, it was imperative that reports returned only the data authorized for the individual user.

*"With Care<sup>MC</sup>, we provide a convenient, less expensive, more efficient way to share and manage healthcare information 24x7. Our vision is to be the 'eBay' of healthcare, with Care<sup>MC</sup> improving the overall quality of lifetime care and the way the healthcare system operates."*

Gordon Clemons, Chairman,  
President and CEO of CorVel Corporation

### The Solution

CorVel teamed with Hitachi Consulting to create a web-based portal and extranet framework that could easily handle new customer requests, secure the data, and support their 3,100 associates in 180 offices across the country. Hitachi Consulting was a natural choice for CorVel because of their depth of experience in health services and building custom development projects.

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Our experienced consultants worked alongside the CorVel team to build a secure platform that complied with HIPAA requirements and provided a foundation for future growth.

Today, the Care<sup>MC</sup> framework is scalable and robust. It is built to minimize needed resources, enhance performance and enable the deployment of the application to a cluster of web servers. Benchmark load tests suggest that the framework will support CorVel's planned growth for the future.

## Business Benefits

Back office features enable administrators to easily register and service customers, create new user logins and control user access to menu options and data. The tools created also provide developers with a means to implement new features into production and assign them to users with minimum effort.

Generic reporting tools allow developers to quickly design, develop and deploy web reports by simply filling out a few catalog tables. Developers can control aspects such as the content of the report, format of text, colors and images, and hyperlinks to other programs or reports.

Overall, the Care<sup>MC</sup> framework has:

- Increased system performance tenfold
- Provided real-time collaboration between employers, care providers and insurers
- Allowed CorVel to expand their suite of services
- Enabled quick development of new systems and enhancements
- Enabled CorVel to get closer to their customer base
- Reduced time to resolve cases and provided better outcomes
- Significantly reduced costs associated with submitting and tracking service requests
- Minimized the resources required to maintain the framework
- Improved customer satisfaction through streamlined internal processes

*"Hitachi Consulting played a crucial role in developing and delivering Care<sup>MC</sup>. Their industry expertise and dedication to quality have allowed CorVel developers to easily use the framework and shape the Care<sup>MC</sup> platform into the future of healthcare management."*

Tom Benson, Vice President of Information Systems at CorVel Corporation



## About Hitachi Consulting

As Hitachi, Ltd.'s (NYSE: HIT) global consulting company, Hitachi Consulting is a recognized leader in delivering proven business and IT solutions to Global 2000 companies across many industries. We leverage decades of business process, vertical industry, and leading-edge technology experience to understand each company's unique business needs. From business strategy development through application deployment, our consultants are committed to helping clients quickly realize measurable business value and achieve sustainable ROI.

Hitachi Consulting's client base includes nearly 30 percent of the Fortune 100 as well as many leading mid-market companies. We offer a client-focused, collaborative approach and transfer knowledge to our clients throughout each engagement. For more information, call 877-664-0010 or visit [www.hitachiconsulting.com](http://www.hitachiconsulting.com)

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