

STEADFAST SERVICE FOR ADAPTIVE SOLUTIONS

MEDICLAIMS & MEDICONNX

# System Product Guide

Brought to you by





## TABLE OF Contents

---

**Our History, Our Mission,  
Our Partners**

03

---

**Client Services**

06

---

**MediClaims, Claims  
Management Software**

04

---

**Implementation**

07

---

**MediConnX Web Portal**

05

---

**Client Testimonials**

08

## OUR HISTORY

---

Founded in 1979, WLT knows claims administration software because we've been perfecting it for 40 years. As the technology and employee benefits industry evolved, so did we to become not just another futuristic software company, but a custom solution adapted to your specific needs.

Today we stand as a leading provider of advanced benefits administration and claims adjudication systems for Insurance Companies, Government Employee Plans, TPAs, Cost Containment Companies, and Self-Administered Groups.

## OUR MISSION

---

At WLT, we dedicate ourselves to providing the most comprehensive, automated, benefits administration solutions to meet the growing needs of our clients today, tomorrow, and into the future.

## OUR ASSOCIATION PARTNERS

---



SPBA.

Whether you're administering multiple plans covering millions of lives, or one plan covering a small group, our scalable, flexible solutions can be tailored to fit your needs.





## Claims Management Software

Our administration and processing capabilities encompass a range of benefit and claims types from standard **Medical, Dental, Vision,** and **Prescription Drug** to **FSA, HSA, HRA, COBRA, Disability,** and **HMO Capitation.**

### Realize a cost-effective, straightforward, and efficient approach to benefit and claims administration with the MediClaims system's core features including:

- ✓ Multi-Line Benefit Eligibility Management and Reporting
- ✓ Integrated EFT and EDI Routing
- ✓ Premium Billing and Agent Commissions
- ✓ W2 and 1099 Reporting
- ✓ CMS Reporting
- ✓ Consumer Driven Healthcare
- ✓ Precertification and Case Management
- ✓ Provider Data Management
- ✓ PPO Administration and Repricing
- ✓ Automated Claim Adjudication
- ✓ Workflow Management
- ✓ Capitation
- ✓ Currency Conversion

### In addition to the core features of our systems, we offer a wide range of supplemental solutions to further enhance the functionality of our systems including:

- ✓ UCR and Medicare Referenced Pricing
- ✓ Benefit Plan Informatics
- ✓ Plan Modeling
- ✓ CDH Benefits Card
- ✓ Medicare Supplement Administration
- ✓ Mobile-responsive Web Portal



## Web Portal

WLT's MediConnX web portal provides patients, payers, employers, providers, and brokers with on-demand access to the data and services they need.

Full integration with the core WLT systems provides on-demand data access allowing for dynamic automation of Enrollment, Member Registration, Call Tracking, and much more. With MediConnX you can:

- ✓ **Reduce** customer service costs by lowering call center workload.
- ✓ **Provide** a communications tool to link you, your employers, members, PBMs, Stop Loss Carriers, Providers, and Brokers, for such items as ID card requests, enrollment, family status changes, secure messaging, and more.
- ✓ **Send** and receive secure messages, including attachments.
- ✓ **On-demand** reports are available to administrative and employer users who have been granted access.
- ✓ **Distribute** information to a large audience with the integrated announcement feature.

Compatible  
with **Mobile**  
and **Desktop**



## WLT AND YOU

## Client Services

WLT's success has been built not only on its technological expertise in systems development but also on the quality support our service team provides to our clients. WLT's in-house Client Services team is comprised of industry-trained professionals with a wealth of knowledge and experience. We pride ourselves on our ability to handle every situation in a proactive, efficient, and timely manner.

## As a WLT Client you will receive:



One-on-one live agent support



Account Management with industry specific expertise



Active participation and partnership in client success



Continuing education on product development and enhancements



Continuous process improvement initiatives to enhance service and solution offerings

**We bring more than a technological solution, we bring service.**



## SYSTEM

# Implementation

Our implementation methodology is based on 40 years of experience in refining and improving our procedures. We create a customized plan that identifies your needs and establishes the appropriate timeline, deployment option, training, and support requirements. We bring the methodologies and tools, but we tailor our services to fit your organization's specific needs.

Our systems have two deployment options available, either on-site installation or as a hosted software as a service (SaaS) solution, making them the most flexible systems available for your organization.



## STEP 01

### Project Planning

Central to any system implementation is the planning effort involved to guarantee successful execution. We perform various analyses to assess your current technical state and business needs and help to identify and address both technical and organizational challenges before implementation.



## STEP 02

### Data Conversion and Migration

If the implementation project includes migrating data from a legacy system, WLT will oversee the migration by providing hands-on service. We will personally analyze your data files, consult with your team, and even write conversion programs as needed.



## STEP 03

### System Setup and Training

While training will be personalized according to your needs, a five-day training is recommended at the processing location prior to the system launch followed by smaller online training sessions held weekly throughout the implementation cycle. In addition to our trainers, our implementation specialists are available for consulting throughout the process. Need a refresher after system launch? Additional training, at our location or yours, is available any time you need.

## WHY OUR SERVICES MATTER...

## Client Testimonials

We could tell you more about our services, but we think it would be best to let our Clients tell you themselves, in their own words, unedited.

*"WLT customer service has helped our organization countless times. They are very approachable and always willing to assist. It feels like family helping family."*

**Lori, Director of Operations**

*We have been with WLT since 2005 and came over from a competitive software vendor. Due to our particular business model in the 14 years that we have been with WLT, we have also intersected with several other claims administration systems, sometimes running alongside. Without a doubt, WLT has been the most user friendly and the most responsive when we have a problem or special request. The other systems route you to a help desk, open up a ticket, and then responses are received from anonymous sources. We like the fact that we can pick up the phone and speak with a person at WLT, and our problem is either fixed right away or shortly after. So WLT is our favorite system.*

**Doug, COO**

*"I've worked with WLT for 15 years now. Every member that I have come across has always been very helpful and responsive with all the requests we've made due to this every changing industry. I feel like we've become a real 'team' and they've always gone over and beyond to help us achieve our goals. I really appreciate the follow up from members to ensure we received what we requested and are happy with the outcome."*

**Frank, MHP/Health Plan Administrator**

Don't just take their word for it, experience our software yourself and learn more about how our custom solutions can meet your specific needs.

**REQUEST YOUR DEMO TODAY**



**Joe Torina**

Director of Business

Development

727-282-1325

[jtorina@wltsoftware.com](mailto:jtorina@wltsoftware.com)



STEADFAST SERVICE FOR ADAPTIVE SOLUTIONS