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# Executive Summary

*Australian developed award winner, knowledge based software, providing tools to Manage Health Funds and Members needs*

Paragon21

Health Fund  
Management  
System

## System overview

Created and supported in Australia by Network Logic Health Systems, a company that specialises in developing software in the Australian Health Industry. Paragon21 was developed and implemented in 1999 to meet the needs of the change face of health insurance.

The key to the Paragon21 success is the **easy to learn and use** modules plus the system architecture. It allows organisations to manage multiple funds, with multiple products and retail practices such as optical dispensers and dental clinics, via the traditional real-time method and via the Internet, Intranet or Extranet.

The entire system is designed around the Distributed Three-Tier Architecture and Transaction Pooling methodology.

Distributed three-tier software architecture has been adopted by Paragon21 to overcome the scalability limitations of the two-tier architecture. The third tier (middle tier Application Server) is located between the user PC and the data base File Server.

With this approach, it is possible to deploy multiple Application Servers and multiple File Servers including multiple web servers to scale the requirements of any size Health Fund, making the Paragon21 system a true **cost effective scalable business solution**.

## Key Functionality Areas

### Membership Management

The Membership Management Modules tracks applications from the first enquiry, through the quotation and approval process. These Modules eliminate and automate all the manual steps involved in calculating rates and tracking new member cases. Prospective Members or ex-Members are converted to members without the need to re-enter any information. Contact details are validated against the Australian Post 10 million postal addresses database and the correct DPID (barcode) is allocated.

### Customer Service

The Customer Service Notes Modules have optional voice recording facilities, are used to track phone calls, customer enquiries and to place warning messages in the Members or Service Providers records. By maintaining calls information in an integrated central location, the Customer Service Modules keep support personnel up-to-date and "in the loop". The users can also direct the Note to a supervisor or other person for action to be taken or set the note as a reminder for future action.

### Correspondence

The Correspondence Modules allow authorised person/s to create and automatically generate customised letters for 'member, prospective member or providers specific' needs. All correspondence includes the corresponding DPID code (with potential postage cost savings from 5% to 50%) and is stored in the Paragon21 Database as part of the correspondence history and can be viewed, printed, faxed or emailed at any time direct from the Paragon21 workstation

### Claims Processing

The Claims Processing Modules provide real-time analytical assessment and administration of hospital/medical, dental, physiotherapy, chiropractic, optical, natural therapies, and unlimited types of services. These Modules include a number of customisable smart features such as "Customary and Reasonable Charges" calculation checks.

### Interface Connectivity

Electronic interfaces such as EDI, HICAPS, HeathPoint and THELMA are fully supported by Paragon21. An integrated Provider Payment Service via EFT and/or the Internet/Intranet/extranet is available. Interface connectivity with any Open Client or Open Database Connectivity system such as a General Ledger Package or Travel Insurance is a standard feature of Paragon21. Full integration of claims processing and member's management with a number of Practice Management Systems developed by Network Logic is also available.

### Data Access and Reporting

The "On Demand Knowledge" Data Warehouse stores all data elements throughout the Paragon21 System and can include information from other systems in the Fund. Analytical information such as profiles of best practice behavior as well as identifying providers billing patterns; member claims patterns and potential fraud activities are available. All the Legislative required reporting such as HIC/30% Rebate, PHIAC, ATO; H&AC/HCP etc are incorporated in Paragon21.

### Security and Recover Procedures

Comprehensive security, audit trails reporting, data access and functionality restrictions based on three levels of security. In addition, compressive backup, on-site/off-site data replication and recovery procedures are standard features.

### Training and Documentation

The documentation package includes user guides and system administrator manuals, all of which are available to authorised person, on-line, CD-ROM or on the Paragon21 Web Site. Furthermore, all user documentation is consistent with the Paragon21 Courseware and Help Screens including Question and Answer facility throughout the system.

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For more information or to arrange a demonstration, please visit [www.paragon21.com.au](http://www.paragon21.com.au)