IBM `Information Management` software

HTC Global Services, Inc.
Electronic Death Registry System

Partner Solution

- **Target Industry**
  Government

- **Business Application**
  Electronic Death Registry

- **Products**
  IBM FileNet Business Process Manager
  IBM FileNet Content Manager
  IBM FileNet eForms

Business Challenge

Death records managed by the government are universally recognized as the primary source of death information. The responsibility of completing the death certificate process rests primarily with funeral directors. Other parties such as physicians, medical examiners and coroners are also involved in providing cause and manner of death information.

The current process for gathering death information along with the process for registering this information is highly labor intensive. This is primarily due to the reliance on manual processing and having to access multiple disparate systems. Additionally, extensive travel by the funeral director staff is required to compile information, obtain signatures from all parties, file certificates and process paper records at local and state vital records offices.

This process can take many weeks, which can trigger loss and/or fraud if benefits for government programs — such as Social Security and Food Stamps — are processed and issued to the now deceased beneficiaries. When this happens, the opportunity for criminal activity caused by fraudulent use of a deceased's personal information/credentials is created. Manual processing of this critical information also can result in a significant number of certificates not being filed appropriately due to redundancies and inaccuracies. Cases where certificates are not filed properly may take several weeks or even months to resolve and may result in death certificates that are not acceptable for use by family members or the local, state and federal agencies.

Moreover, stove piped or manual processing systems prevent data sharing across government agencies. When this information is not shared with state and federal agencies in a timely fashion, it has tremendous negative — and even catastrophic — implications. For example, delays in notification of deaths due to infectious disease or epidemic can impact Health and Human Services agencies efforts to take critical and time-sensitive actions to prevent further deaths.

Solution

The HTC Electronic Death Registry System (EDRS) solution is a Web-based application that automates and streamlines the death registration processes. It meets the needs of the various participants in the death registration process and supports core characteristics in accordance with Electronic Death Registration Standards and Guidelines published by the National Association for Public Health Statistics and Information Systems (NAPHSIS).

The solution provides configurable work queues and registration process workflows to manage fact-of-death entry, data verification, certification and reporting. It enables business managers (rather than developers) to quickly configure and deploy the work queues and associated processing workflows for various participants in the registration process. The service oriented architecture enables seamless systems integration and collaboration with external applications for death data reporting purposes.

Death records and documents can be searched using customer defined templates. Access to the records and documents is specified by the security defined in the system. The solution can be integrated with a State's Single Sign-on initiative to provide integrated secured access to records, documents, work queues and workflows.

The solution generates reports on death registration records by counts, status, age, funeral director, physician, medical examiner or local registrar, and can be enhanced to generate a broader range of statistical reports and analysis.

Value Proposition

HTC's EDRS solution streamlines and automates the death registration process for improved efficiencies and reduced registration processing time. In addition, it provides cost savings and reduces support, maintenance and staffing requirements. It minimizes redundant data entry and improves data accuracy. Moreover, it enables the timely response to providers and promotes data sharing across government agencies.

The solution helps in reducing fraudulent death claims and eliminating accidental post-death payments. For instance, a State's Social Security Administration system can be notified of a death as soon as the death certificate process is initiated — within minutes rather than months. Other benefits include the ability to immediately generate notifications and send statistical data to various government agencies, including the National Center for Health Statistics, Medicaid, registrars and police, as well as health professionals chartered with infectious disease control.

Company Description

HTC Global Services, Inc. is a leading CMM Level 5 certified Information Technology (IT) solution provider. Founded in 1990, HTC is headquartered in Troy, Mich., staffed with more than 3,000 highly qualified IT professionals working across global delivery centers in North America, United Kingdom, India, Australia, Malaysia, and China. It offers information technology services, solutions, products and BPO services in publishing, government, automotive and manufacturing, healthcare, insurance finance, retail and technology sectors.

For more information, please contact:

Prashant Kothari
+1 248 530 2555
prashant.kothari@htcinc.com

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