

CBCA

Industry: Healthcare (Plan Administration)
Product(s): BEA WebLogic® Enterprise Platform (WebLogic Server™ and WebLogic Integration™),
BEA Services
Partner(s): Sun Microsystems

WHY BEA

“BEA’s integration capabilities enable us to increase the value to our customers by making complex processes easier.”

HIGHLIGHTS

CBCA generates approximately \$30 million of annual revenue, processing about 14,000 claims per day.

BUSINESS PROBLEM

Need to automate business processes

PROJECT

Integration and application infrastructure: BEA WebLogic Integration automates claims processing and provides regulation-compliant EDI integration.

COMPANY BRIEF

CBCA and its subsidiaries are administrators of health benefit plans for self-insured employers. The company partners with brokers and consultants to deliver online services that allow its customers to access health plan data in real time. CBCA’s solutions can radically improve a company’s ability to administer benefits plans and enables a company to have greater control over costs, better access to plan information, and increased employee satisfaction. CBCA combines traditional call-center and claims-processing functions with an advanced Web site that allows unprecedented access to all areas of benefits administration. Employees, employers, stop-loss carriers, brokers, consultants, and providers have access to their health plan data anytime, anywhere. The company’s real-time information hub serves more than 50,000 employees and dependents across the U.S.

THE BUSINESS CHALLENGE

Complying with the U.S. Dept. of Health and Human Services and its Health Insurance Portability and Accountability Act (HIPAA) is an ongoing challenge for the healthcare industry. Although the regulations are intended to reduce costs and administrative burdens of health care, many providers will have to change their systems to comply. “The amount of IT



spending for HIPAA is going to be in the billions of dollars as people have to re-architect their systems,” said James Raby, VP of engineering at CBCA.

CBCA needed a state-of-the-art business process infrastructure to be able to grow by acquisition and acquire smaller companies that couldn’t afford to overhaul their infrastructures. “Our business is based on efficient processing of incoming claims, and we have to be more efficient than our competitors,” said Raby.

THE BUILT ON BEA® SOLUTION

CBCA automates claims processing using BEA WebLogic Integration, and powers its sophisticated Web site transactions with BEA WebLogic Server. BEA WebLogic Integration data translators are HIPAA compliant, which gives CBCA a competitive advantage. “We’re able to meet the standards, such as HIPAA, that the industry expects,” said Raby.

CBCA already generates approximately \$30 million of annual revenue, processing about 14,000 claims per day. “One of the key reasons we selected BEA was the platform’s ability to scale, which is already proven” said Raby. “We hope to get to \$100 million in revenues this year, and we need a system that’s reliable, robust, and can scale with the revenues that are coming in. We believe that the BEA platform can do that.”

“Our market has very small margins,” explained Raby. “The ability to use technology to solve problems that others haven’t solved yet gives us a big advantage. BEA has proven to be the correct choice. Over the last year we’ve added new services and BEA has grown with us as a technology provider, expanding the platform. We can see the direction we’re heading in, and BEA is already there.”



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