



Connecting Disconnected Data®

FROM IDEATION TO EXECUTION: MODERNIZING A LEGACY PROCESS INTO A REVENUE GENERATING HEALTHCARE SOLUTION



Challenge

[Vyne Medical](#) provides patient-centric healthcare IT solutions that empower organizations to enhance financial performance and patient experience by better managing and exchanging critical voice and digital communications.

Vyne looked to Prime TSR, a ConvergeOne Company to help digitize a manual, paper process into a new monetized, cloud-based SaaS platform called Refyne. Refyne streamlines what were formerly multiple, disjointed Medicare audit response processes into a single, seamless workflow. Now, with this new SaaS platform, Vyne Medical can reach a broader customer base.

Solution: **A Cloud-Based SaaS Platform**

Turning a paper process into a digital one is a step in the right direction, but ultimately, every modernization project should positively and significantly impact a core business metric. Working with the Vyne team, Prime TSR, a ConvergeOne Company not only created a cutting edge, modernized healthcare tool with less operational costs and simple customer interfaces, it also architected the solution to introduce a new, simple way for customers to pay Vyne on a recurring basis. Now Vyne can offer this self-service application downstream to different departments of its existing customers, as well as new customers.

Prime TSR, a ConvergeOne Company is known for its “T-Shaped” delivery team. Each of its experienced consultants has general knowledge across many cross-functional areas and an area of deep specialty. This proved to be a huge advantage as the team worked across many technical, business, and functional areas. From Project Management to Solutions and Cloud Architecture to UX, QA, and Development, Prime TSR, a ConvergeOne Company did it all while working alongside Vyne’s technical and business teams.

To build this SaaS product, Prime TSR, a ConvergeOne Company collaborated with Vyne and used modern applications to address everything from Vyne’s infrastructure to how it delivers products. Prime TSR, a ConvergeOne Company implemented a cloud-based infrastructure in AWS using Infrastructure as Code and implemented DevOps processes, including Continuous Integration and Deployment (CI/CD). The SaaS platform, since it lives in the cloud, is more elastic, more operational, and needs no custom development work to onboard new clients.



The Refyne cloud-based platform enables timely filing of Medicare audit responses across the enterprise.



Respond electronically to pre-payment and RAC audits

Teams across the enterprise can utilize Refyne to electronically fulfill ADRs and other requests for medical records received by a Medicare contractor.



Receive confirmation of timely filing for audit responses

Eliminate discrepancies in response submission timelines with evidence of the date(s) audit responses were received by both CMS and the designated audit contractor.



Streamline audit response team workflows

Audit response teams can easily access the cloud-based Refyne portal – from the office or remotely – and leverage a single workflow for digital documentation upload.



Reduce denials related to the untimely submission of records

Refyne enables hospitals to respond more quickly and efficiently, leading to timelier audit responses, fewer denials, and a reduction in missed appeal deadlines.

Results

Fully Integrated with External Government Healthcare Systems

Healthcare data interoperability is hard, complex work. Knowing the time constraints, Prime TSR, a ConvergeOne Company needed Refyne to be fully integrated with third-party systems, including Medicare government systems, for it to work as intended. In under 16 weeks, Prime TSR, a ConvergeOne Company designed, integrated, and tested Vyne's new SaaS platform to make sure it is working and compliant with multiple third-party healthcare. The Refyne platform leverages Electronic Submission of Medical Documentation (esMD) to facilitate the electronic transmission of request and response data between hospitals and CMSs.

Creating a New Revenue Stream with Urgency and Transparency

Prime TSR, a ConvergeOne Company and Vyne ran projects in two-week sprints. At the end of every sprint, the technical and business teams, as well as the President and CIO, were able to see the product progress. The Vyne leadership team was able to interact with the software as it was built instead of seeing the finished product at the end of the 16 weeks. This agile, bias-for-action approach allowed Prime TSR, a ConvergeOne Company to build trust with Vyne's senior leadership and gave it the ability to change course as the product was being built with minimal risk



“Prime TSR, a ConvergeOne Company quickly became a natural extension of our team. Their technical expertise, use of modern design principles, proven engagement process, and experience with Amazon Web Services' serverless offerings enabled us to accelerate the time to deliver value to our customers,” said Ruchi Medhekar, SVP Strategy & Platform, Vyne Medical.

Next Step: Digital and Cloud Modernization

This 16-week project was just the first phase to get Vyne up and running. As Prime TSR, a ConvergeOne Company and Vyne wrap up this first phase of the project, there are already plans for Phase 2, which will utilize a breadth of digital and cloud modernization services to help Vyne accelerate its growth.

Align Your Business Goals and Objectives to Cloud Adoption

A Cloud Strategy Workshop will help you gain insights into your current environment, while also accelerating business and innovation using a cloud strategy.

Get started now: convergeone.com/multi-cloud-workshop