

Case Study

Industry: Health Insurance

Leading the Way in Provider Data Modernization



Quick Stats

Verticals Served

Cloud

DevOps

Data

Technology Stack

AWS CDK, AWS Services, APIs Integration, ETL

Team Size

2

Fixed or Ongoing Project

Ongoing Project

Project Build

Project Built from Scratch

Background

A healthcare insurance provider needed help. They faced challenges with manual, inconsistent provider data management. They exchanged information through static formats like PDFs. This made updating inefficient and error-prone. The insurance provider needed standard processes to meet interoperability rules from the parent company. The biggest need was compliance for safe data exchange, known as FHIR (Fast Healthcare Interoperability Resources).

The healthcare insurance provider partnered with In Time Tec to modernize its infrastructure and align with their parent company's modernization initiative. We automated provider data exchange, improved data integrity, and installed a scalable, standards-based FHIR solution.

Key Results

#1 in Transformation Completion

Became one of the first to finish provider data updates.

100% Automation Achieved

Manual provider data ingestion and transformation was fully automated.

Zero Legacy Processes Remain

Replaced all manual workflows with new, scalable architecture.

The Challenge

The healthcare insurance provider needed a quick and accurate way to exchange provider information. Their current system relied on manual steps and inconsistent formats. This made it hard to keep records up to date or share them with other systems. This created several issues:

- Provider data often arrived incomplete or outdated.
- Integration with other platforms was difficult.
- Processes couldn't keep up with the growing amount of data.
- They faced potential compliance concerns.

They needed a solution to automate data exchange - a solution that would also improve consistency and scale for future needs. They needed to make it easier to collaborate with other company organization plans.

The Process

In Time Tec took a step-by-step approach to modernize this healthcare insurance company's provider information process. We emphasized flexibility, speed, and clarity. The goal was to create a smooth, automated system for receiving, refining, and sharing provider data. Meeting industry standards and parent company expectations was part of the process. We began by pulling structured provider records from inconsistent systems. Our team then cleaned and organized the information. We matched names, locations, and services to a standardized format. From there, we sent the updated data back to the healthcare insurance provider. The systems use real-time data to support operations, analytics, and decision-making.

Throughout the project, we worked in short, focused phases. We had regular check-ins between our team and this company's stakeholders. This allowed us to move fast, stay aligned, and adjust as needed. Every update included a thorough test. We ensured the update was reliable, accurate, and ready for everyday use.

Results & Impact

✓ From Manual to Automated

In Time Tec designed and delivered an automated system for processing and transforming provider data. We built the entire system from scratch. The new solution eliminated all manual processes. This healthcare insurance provider now has a fast process to update and share provider information. By automating these steps, this company has more time, less effort, and fewer errors.

✓ Transformational Progress Across the System

The healthcare insurance provider went from being the last to start the modernization initiative to one of the first to finish the transformation, earning praise from the plan team for going from "worst to best." This milestone demonstrates their readiness to lead in data modernization.

✓ End-to-End Ownership and Delivery

In Time Tec provided full lifecycle support from planning and architecture to testing and deployment. The solution included:

- Architecture using AWS services tailored for scalable, healthcare-grade performance.
- Automated data ingestion and ETL, including mapping and standardization of provider records to HL7 standards.
- FHI API integration for secure, real-time data exchange.
- CI/CD pipelines use Jenkins for smooth deployments.
- Ongoing monitoring and support, including system alerts, logs, and performance tracking.



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