

## 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

Blue Cross of Idaho (BCI), a healthcare insurance provider, faced challenges with manual, inconsistent provider data management. Information was exchanged through static formats like PDFs, making updates inefficient and error-prone. Without standardized processes, BCI struggled to meet interoperability requirements set by the Blue Cross Blue Shield Association (BCBSA), particularly around FHIR (Fast Healthcare Interoperability Resources) compliance.

To modernize its infrastructure and align with BCBSA's Blue Card Modernization initiative, BCI partnered with In Time Tec to automate provider data exchange, improve data integrity, and implement a scalable, standards-based FHIR solution.

## Key Results

### #1 in Transformation Completion

BCI 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

BCI needed a better way to exchange provider information quickly, accurately, and consistently. Their current system relied on manual steps and inconsistent formats, making 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 This created several issues: provider data often arrived incomplete or outdated, integration with other platforms was difficult, and processes couldn't keep up with the growing amount of data. The lack of structure also created potential compliance concerns. BCI needed a solution that would automate data exchange, improve consistency, and scale with future needs all while making it easier to collaborate with other Blue plans.

## The Process

To modernize how BCI handled provider information, In Time Tec took a step-by-step approach that emphasized flexibility, speed, and clarity. The goal was to create a smooth, automated system for receiving, refining, and sharing provider data in a way that met industry standards and BCBSA expectations.

We began by pulling provider records from existing systems, which were structured but inconsistent. Our team then cleaned and organized the information—matching names, locations, and services to a standardized format. From there, we sent the updated data back to BCI and other systems where it could be used in real time to support operations, analytics, and decision-making.

Throughout the project, we worked in short, focused phases with regular check-ins between our team and BCI stakeholders. This allowed us to move quickly, stay aligned, and adjust as needed. Every update was tested thoroughly to make sure it was reliable, accurate, and ready for everyday use.

## Results & Impact

### ✓ From Manual to Fully Automated

In Time Tec designed and delivered a fully automated system for provider data ingestion and transformation—built entirely from scratch. The new solution eliminated the manual processes that previously slowed BCI's ability to update and share provider information. By automating these steps, BCI significantly reduced time, effort, and errors.

### ✓ Transformational Progress Across the BCBS System

BCI moved from being the last plan to implement this initiative to becoming one of the first to complete the transformation—earning praise from the plan team for going from "worst to best." This milestone demonstrated BCI's readiness to lead in data modernization across the BCBS network.

### ✓ End-to-End Ownership and Delivery

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

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



**Get in Touch:**

(208) 258-2424  
info@intimetec.com