



National Health Insurance Administration Co.

The Smart Administrators

[www.nathealth.net](http://www.nathealth.net)

# Vision & Mission



## PURPOSE

We serve the insurance companies and the corporate self insured funds by providing creative expertise to help them audit , adjudicate , process their medical healthcare claims and consequently achieve the targeted results.



## VISION

To expand and be recognized regionally and internationally as the premier health insurance e-claim management service provider utilizing smart card technology.



## MISSION

Provide service for our clients throughout the region, that will achieve the lowest possible claim cost and guarantee a high level of medical service to the end-user in accordance with the client's contractual policies.

# Milestones

Established  
NatHealth &  
launched  
EClaim

Won eHealth  
Innovation  
Awards 2000,  
USA



iGrafx Process  
Flowcharting  
Implementation.



Over 12,000,000  
processed claims.  
400,000 Beneficiaries  
served.

1997

1998

2000

2001

2002

2005

2006

2007

2008

2009

2010

EClaim  
recommended  
to Swiss-RE  
1998

NatHealth  
BPR by PMI

Management  
Change

Adopting  
the Six Sigma  
Approach.

Capital raised to  
1000,000 JOD &  
Acquired EClaim  
SW source code

# Sister Companies

- **Kawar group** : Over 50 years of conducting business in the following sectors:
  - Transportation
  - Manufacturing
  - Tourism
  - Health Care
  - Project Management
  - Energy
- **Optimiza** : Over 500 employees working in the ICT sector across the Arabian peninsula and the MENA region.

[www.optimiza.com](http://www.optimiza.com)

# Client Base

## Insurance & Self Insured Funds :

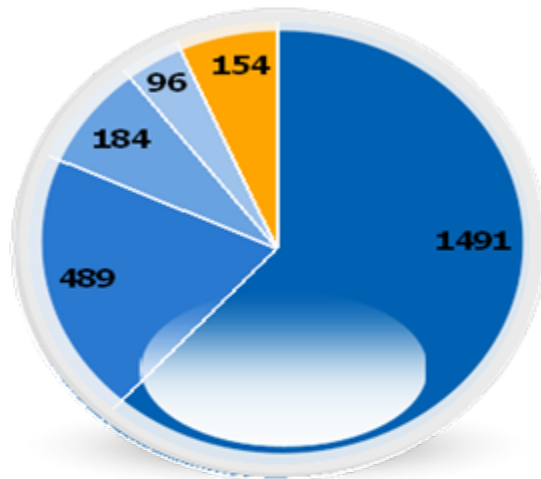
- Banking
- Hotels
- Telecommunication
- Tourism
- Motor Trading
- Manufacturing
- Trade Unions Sector
- Insurance Companies
- Institutions

## Health Care Providers

- Doctors
- Laboratories
- Radiology
- Hospitals
- Pharmacies
- Medical Service Centers



# NatHealth Network

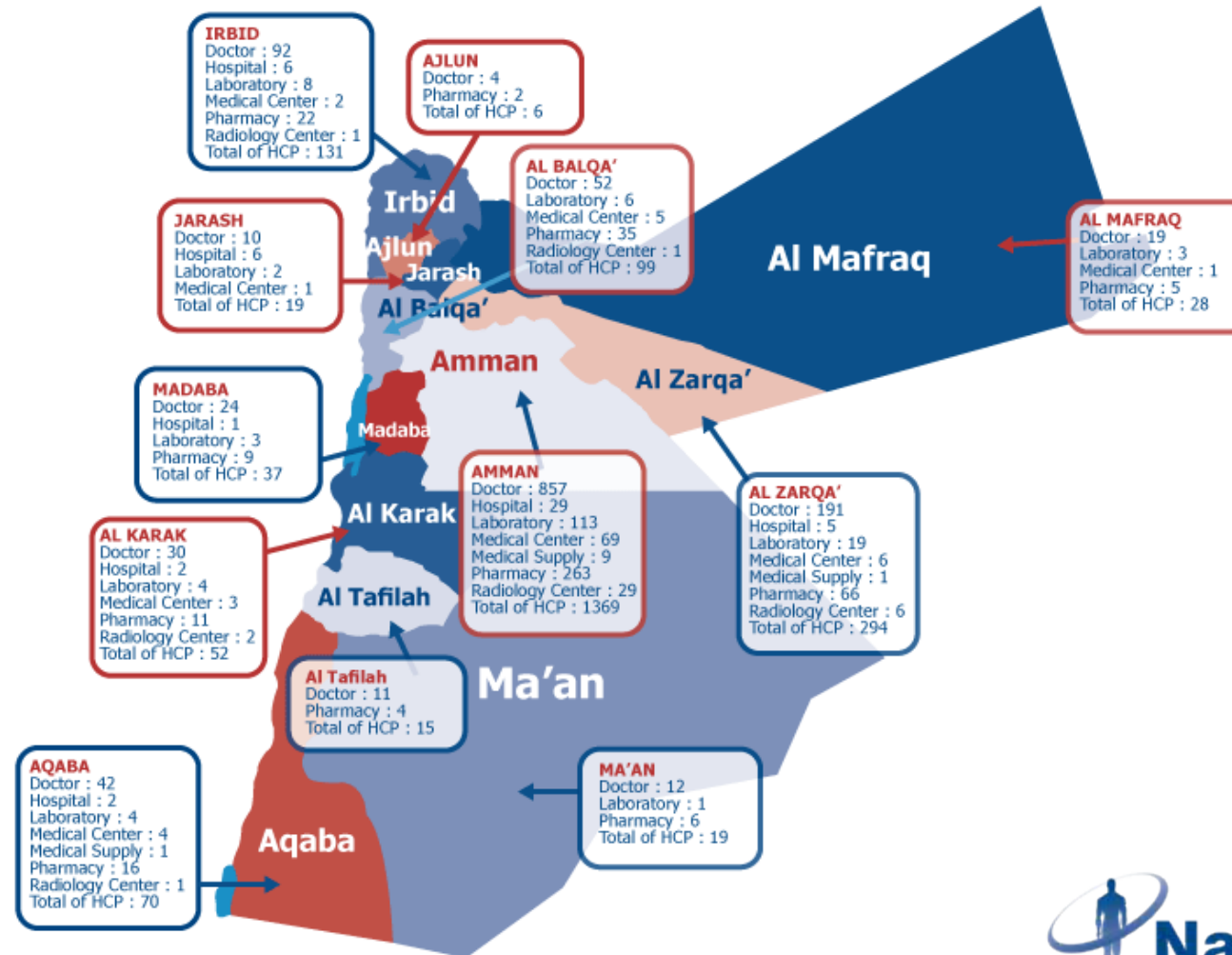


- Doctors
- Pharmacies
- Labs
- X-Rays
- Hospitals & ERs

## NatHealth Preferred Network Providers

**NatHealth** network of HCPs is around 2471 providers that include 1491 physicians in 29 fields of specialty, in addition to 489 pharmacies, 184 labs, 96 Radiology Centers, 101 Emergency Centers, Medical Suppliers 45, Medical Service Centers 12 & 53 Hospitals distributed all over the Hashemite Kingdom of Jordan

# Network Geographical Distribution



HCP : Healthcare Provider

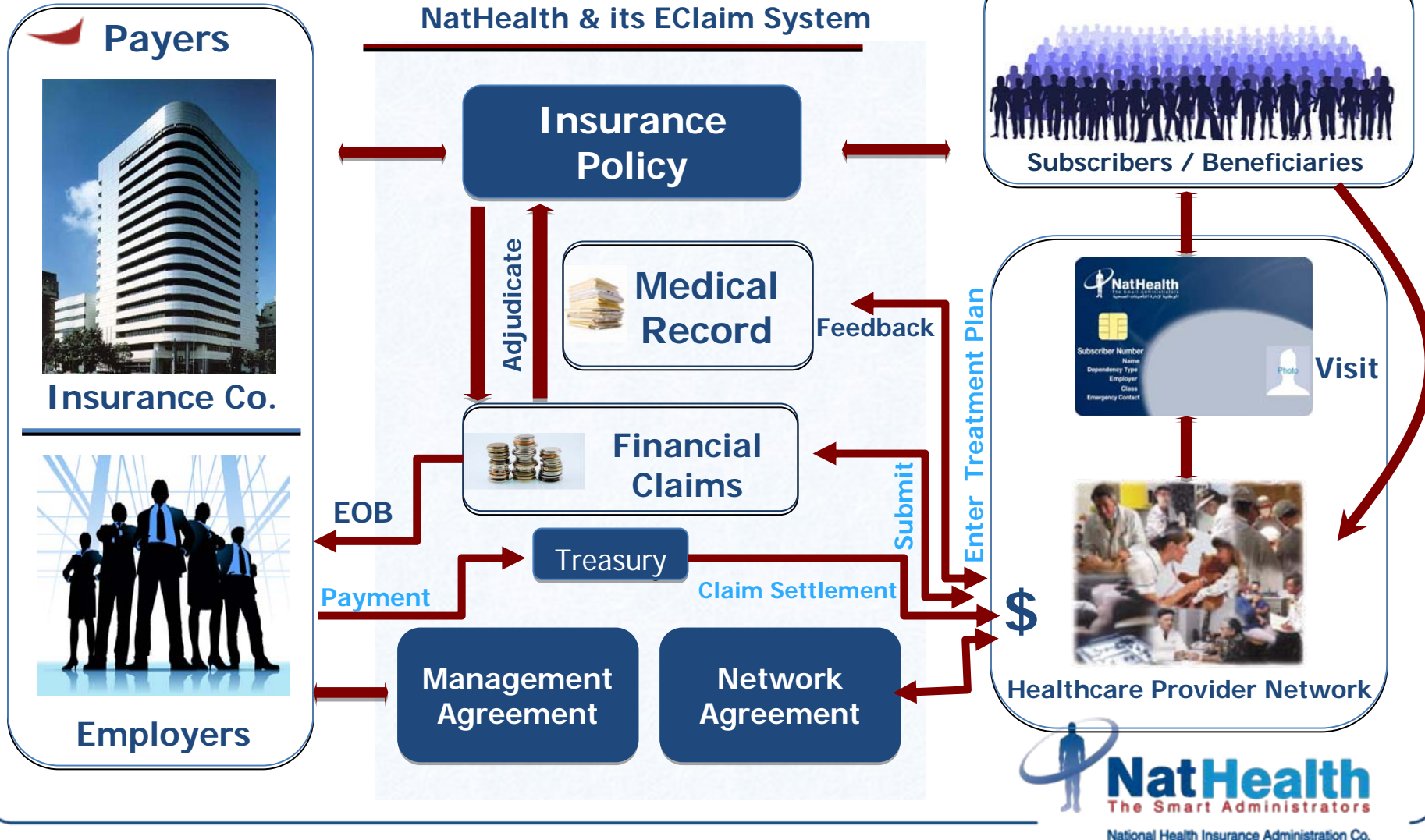
# The NatHealth System & Software

- The NatHealth electronic health-care system is a unique and pioneering software that was developed by IdealSoft.
- The Oracle based eClaim system has many powerful features that makes it superior to most systems currently used in the region.
- The system is more medically oriented as opposed to the accounting orientation of the other systems currently in use.
- Provides the medical history for all subscribers along with any emergency information



# First Electronic TPA in M.E.

## NatHealth & its EClaim System



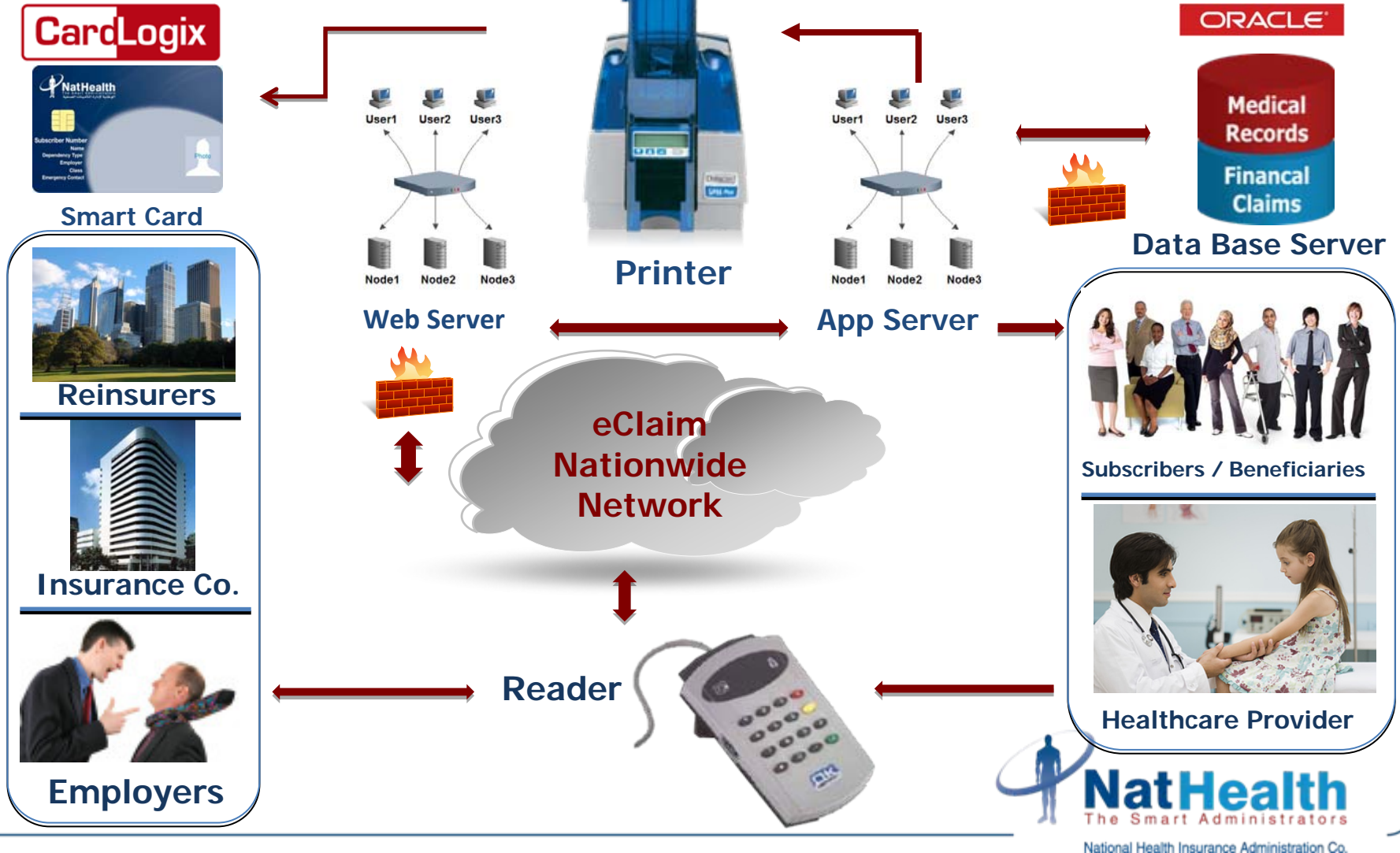
# The NatHealth System

- The system is designed to meet any new requirements, special terms and exclusions put forth by the client.
- The ability to add a full spectrum of accounting functionalities including the electronic printing of checks to the healthcare provider network.
- The system also provides the ability for the clients to electronically view several items, such as:
  - Employee's sick leaves during specific period.
  - The actual cost during a specific period according to the actual processed claims.
  - Monitors the medical expense for any subscriber and the medical cost of any provider in reference to their behavioral trends.
  - Provides a statistical platform for research & study of the medical policy experience.

# Software Outline

- **First medical Business-to-Business solution in the region 1997**
- **Implemented in Jordan**
- **No similar product in the region**
- **Recommended to Swiss-RE 1998**
- **Won eHealth Innovation Awards 2000, USA**

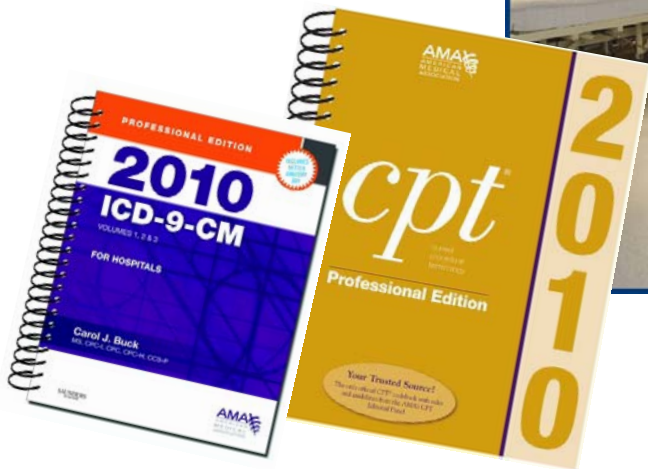
# System Architecture



# The NatHealth System & Software

- Consistency and accuracy within the NatHealth TPA system are guaranteed by the use of local and international codes such as;

- ICD
- CPT
- NUBC
- Drug Codes



[www.jfda.jo](http://www.jfda.jo)

The background features a large, stylized blue wave graphic that curves from the top left towards the bottom right. A dark red horizontal bar with rounded ends is positioned in the center of the slide, containing the main title and subtitle.

# Sellable Services

**Focusing on the business**

# Sellable Services

## Claim Processing

- P: Pass claim
- PP: Process & Pass
- PPP: Process, Pass & Pay

## Subscription services

### Insurers

- Access to policy transactions
- Balance/statement of account

### Insured Companies

- Access to policy transactions
- Employee sick leaves

### Healthcare providers

- Claim outcome/status
- Balance/statement of account

## Through the Internet



# Sellable Services

## Epidemiology

- Diseases by policy experience
- Diseases by age group
- Diseases by dependent type
- Diseases by visit type, ... etc

## Re-insurers

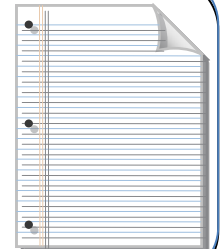
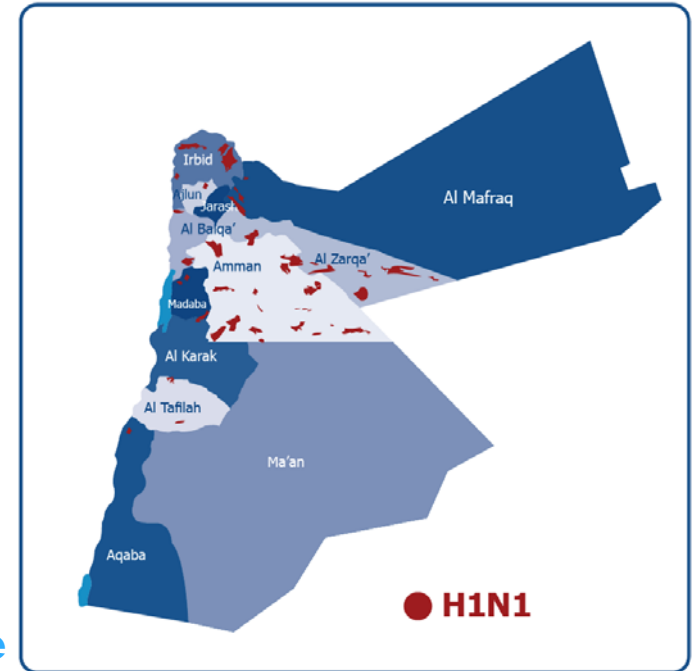
- Timely statistics about policy performance

## Medical Suppliers

- Statistics about medicines, supplies etc...

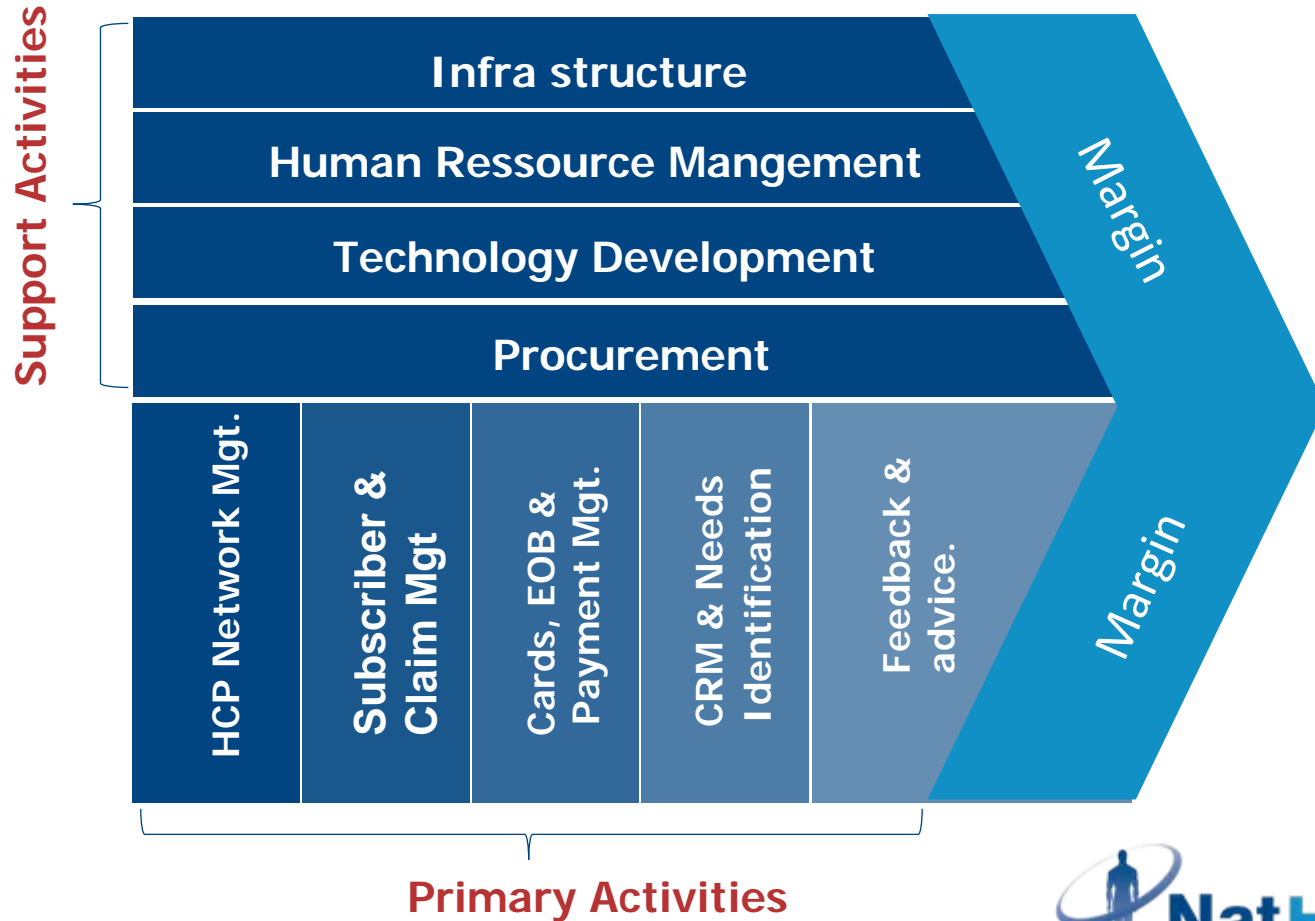
## Statistical Reports

- "Drug prescription/use" ratio
- Epidemic Diseases
- Visits
- Claims





# Value Chain



**Thank You**

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