

ClaimRemedi UI Uplift

Evolving for You

eSolutions is always looking to simplify the complex relationship between providers and payers. This promise requires us to adapt and evolve often to provide our clients with a superior product suite.

To fulfill our promise to simplify, we dissected our products and identified that we could better serve our customers by applying science-based design principles to enhance their user experience. Over the last several months we have designed, tested, and redesigned our applications so that we can provide our users with a more intelligent product that highlights common actions, clarifies where to find important information, and streamlines their workflow so no time is wasted.

Introducing the New ClaimRemedi UI

We are so excited to announce that ClaimRemedi will now display our new user interface that will soon be applied to our entire product suite. The contemporary interface is still comprised of all the original features our clients expect and also applies insights gathered from our user testing so that everything is placed in a more user-friendly configuration. Our plan is to perfect this design so our users have access to the most intuitive and effective applications in the industry.

Our New Look

Our mission is to eliminate unnecessary noise and provide users with a more seamless feel as they navigate between one of our many different revenue cycle products.

The screenshot displays the ClaimRemedi user interface. At the top, there is a search bar and navigation links for 'Help' and 'Account Settings'. The main content area shows 'SEARCH RESULTS' for 'CLAIM FILE SEARCH RESULTS'. A table lists search results with columns: TYPE, FILE NAME, UPLOADED, USER NAME, ERRORS (\$), STATUS, TOTAL, FWD TO PAYER, ERRORS, REMOVED, and FIXED. The table contains 10 rows of data, including one 'Failed' entry and several 'Resolved' entries. A 'Facility Switcher' is visible on the left, and a 'Navigation Menu' is also present. The footer shows '© eSolutions 2017 (09)' and '22 items in 1 pages'.

TYPE	FILE NAME	UPLOADED	USER NAME	ERRORS (\$)	STATUS	TOTAL	FWD TO PAYER	ERRORS	REMOVED	FIXED
	Polaris837_ClaimFileExample.DAT	5/25/2016 6:13:08 AM	ESTraining_ClaimRem	\$0.00	Failed	0	0	0	0	0
P	Test File .txt	5/17/2016 10:21:29 AM	cr101916	\$0.00	Resolved	1	0	0	0	0
P	Test File .txt	5/16/2016 11:26:17 AM	cr101916	\$0.00	Resolved	1	0	0	0	0
P	Test File .txt	5/12/2016 8:23:06 AM	cr101916	\$0.00	Resolved	1	0	0	0	0
P	Test File .txt	5/11/2016 1:22:00 PM	cr101916	\$0.00	Resolved	1	0	0	0	0
P	Test File .txt	5/11/2016 12:56:29 PM	cr101916	\$0.00	Resolved	1	0	0	0	0
P	Test File .txt	5/10/2016 10:19:36 AM	cr101916	\$0.00	Resolved	1	0	0	0	0
P	Test File .txt	5/9/2016 11:19:40 AM	cr101916	\$0.00	Resolved	1	0	0	0	0
P	Test File .txt	5/5/2016 8:22:21 AM	cr101916	\$0.00	Resolved	1	0	0	0	0
P	Test File .txt	5/4/2016 1:23:03 PM	cr101916	\$0.00	Resolved	1	0	0	0	0

Familiarize Yourself

The facility switcher allows you to change between each facility within your organization (trading partners only). The other menu options on the left navigation bar are what used to be situated along the top or nested under the toolbox menu.

On the topmost, black global header, you will have access to the Search panel. The quick searches that you are familiar with are nested under this menu. To open the custom search panel, simply select the “Custom” option. The global header also provides users with the ability to access any functions that were previously available in the toolbox and management menus.

More User Friendly

The placement of features and controls have been consciously arranged based on the scientific principles of user experience (UX). Our challenge was to preserve all of the features that make our original sites so useful, while simultaneously redesigning our applications so users spend less time looking for what they need and have more time to get their work done without interference.

We want to impress upon our users that our new design has been scrutinized and tested. We have consciously designed the product we are releasing and we intend to continue to refine this design based on the valuable insights of our users. Our ultimate goal is to:

- Reduce unnecessary steps
- Prioritize and highlight critical actions in the user workflow
- Provide a clean workspace that is pleasant for our users

What's to Come

We plan to gradually apply this new user interface to all of the products in the eSolutions' suite over the next 12 months. Your input is imperative to enhancing our products so that they continue to be exceptional tools for completing your revenue cycle operations. We know you will realize the value we have created in this release, and we hope to continue improving our products through insights we gain from your feedback.

Our intention is to release this ClaimRemedi UI update in September. Please take time to acquaint yourself with this new design which we have compared to the original ClaimRemedi interface on the following page. This UI update will not impact your workflow. The new layout still contains all of the features you are accustomed to; however, we have rearranged the location of everything so that all eSolutions' applications follow similar patterns. This more thoughtful and user-tested design will create a more intuitive experience for our users. We hope you enjoy the updated ClaimRemedi UI.

Original vs. New UI

The screenshot shows the 'claim remedi' application interface. At the top, there are navigation tabs labeled 'HOME', 'ENROLLMENT', 'SUBMIT', 'SEARCH', 'REPORTS', and 'STATEMENTS'. A facility switcher is located in the top right corner. Below the navigation is a 'SEARCH RESULTS' section with a sidebar containing sub-navigation tabs: 'ELIGIBILITY', 'CLAIM FILE', 'CLAIM', 'ERA FILE', 'ERA', and 'RESPONSE REPORT'. The main content area displays a table of 'CLAIM FILE SEARCH RESULTS' with columns for TYPE, FILE NAME, UPLOADED, USER NAME, ERRORS (\$), STATUS, TOTAL, FWD TO PAYER, ERRORS, REMOVED, and FIXED. A 'SEARCH DETAILS' section is visible on the left, showing filters for Archive Status and Upload Date. Callouts 1 through 8 point to various UI elements: 1 (Facility Switcher), 2 & 4 (Navigation Tabs), 3 (Sub Navigation Tabs), 5, 6 & 7 (Toolbox/Management/Logout), and 8 (Search/Reporting Details).

- 1 Facility Switcher
- 2 Navigation Tabs
- 3 Sub Navigation Tabs
- 4 Search
- 5 Toolbox
- 6 Management
- 7 Logout
- 8 Search/Reporting Details

The screenshot shows the 'eSolutions' application interface. At the top, there is a search bar and a facility switcher. Below the navigation is a 'SEARCH RESULTS' section with a sidebar containing sub-navigation tabs: 'Dashboard', 'Enrollment', 'Submit', 'Reports', 'Statements', 'EDI Testing', 'Payer List', and 'Code List'. The main content area displays a table of 'CLAIM FILE SEARCH RESULTS' with columns for TYPE, FILE NAME, UPLOADED, USER NAME, ERRORS (\$), STATUS, TOTAL, FWD TO PAYER, ERRORS, REMOVED, and FIXED. A 'Details' section is visible above the table. Callouts 1 through 8 point to various UI elements: 1 (Facility Switcher), 2 (Navigation Tabs), 3 (Sub Navigation Tabs), 4 (Search), 5 (Toolbox), 6 & 7 (Management/Logout), and 8 (Search/Reporting Details).