

## Thelma kick-off draws a crowd

ICSGlobal today launched the national roll out program for THELMA with a showcase of the “commercially ready” solution over three days in Sydney, Brisbane and Melbourne to CEOs, IT Managers, Front Office Managers and Senior Claims Assessors from over seventy hospital and health funds representing over 90% of the health industry.

A proof of concept for THELMA between one hospital and one fund went live last October. Since then ICSGlobal has successfully selected, integrated and deployed the commercial technology and infrastructure platform so that from today, THELMA is available for commercial use by hospitals and insurers.

With THELMA “Open for Business”, ICSGlobal’s efforts will now focus on an industry-wide national sales and marketing program led by ICSGlobal’s Director of Healthcare Business, Mr Greg King. Once customers sign a THELMA Users Contract, they will be supported by ICSGlobal’s implementation, training and operations teams.

It is estimated that THELMA, Australia’s first industry-wide health exchange, will process around 75 million hospital and medical transactions on an annualised basis, or 35% of the market within 18 months.

THELMA currently offers hospitals and private health insurers the ability to check patient eligibility for private healthcare and to process hospital and inpatient medical claims in a secure, real-time environment. Further transactions sought after by the health industry will be progressively added.

Mr Michael Roff, Director of the Australian Private Hospitals Association said, “For some time now, hospitals and insurers have been struggling with manual processes, and in the absence of a service like THELMA, some have tried to build online transaction systems themselves which historically take about eighteen months to implement just between a single hospital and a single fund. So apart from the obvious benefits to the industry of not having the costs and risks of developing such systems, THELMA enables hospitals to give patients greater certainty of their entitlements and financial obligations such as excesses, pre-existing conditions and service exclusions, and allows insurers to develop a much more personal and intimate relationship with their members.”

Tim Murray, Managing Director of ICSGlobal, said “THELMA is the catalyst hospitals and insurers have been looking for to re-engineer administrative functions. With hospital administrative costs around 8-12% of revenues and the average cost to process a hospital claim for an insurer between \$4 and \$18, there is clearly scope for radical process improvement and cost reduction, with the added benefit of improving rather than detracting from customer service, as is often the result of cost cutting initiatives. Even with THELMA transaction fees at just a fraction of the current manual cost to perform these functions, THELMA is still on track to be cash flow positive this calendar year, which is good news for the health industry because THELMA is here to stay.”

**Released by:** ICSGlobal Limited

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