



## Military Health System (MHS)

### Third Party Outpatient Collection System (TPOCS) Helpdesk & Maintenance

- Application Migration
- System Security Consulting
- Software Operations and Maintenance
- Tier II and III Helpdesk
- Network and Database Administration
- Training

#### PROJECT OVERVIEW

The TPOCS version 3.0 is the DoD standard patient accounting system designed to assist military treatment facilities in the collection, tracking, and reporting of data required in the Third Party Collection Program outpatient billing process. The TPOCS 3.0 system is the result of a DoD initiative to bring standard commercial medical coding and billing practices to our military hospitals. PSI supported the redesign, development, migration, and global deployment requirements of TPOCS. PSI previously converted the system to accommodate online transactions, including compliance with HIPAA requirements.

#### PSI SERVICES & RESULTS

PSI successfully developed and deployed the resulting system to approximately 125 Army, Navy and Air Force sites worldwide. In re-engineering the insurance and billing systems processes and software, PSI facilitated agreement on business

rules and external systems interfaces across organizations including the MHS Uniform Business Office, the MHS Clinical Information Systems Program Office and RITPO. The successful re-engineering of the business process meant that a number of related DoD systems required changes, necessitating revised interfaces and data exchanges plus coordination among a variety of vendors operating under different contracts.

Through positive partnering, joint application development, prototyping, and collaborative activities, PSI has:

- Redesigned the TPOCS application to comply with new Federal information security regulatory requirements;
- Improved data and referential integrity;
- Migrated the TPOCS application from Unix to Windows 2000, including enhancing security and long-term application maintainability and reporting/analytics;
- Provided scenario based end user training to more than 100 facilities nationwide;
- Provided configuration and asset management support of the TPOCS environment to include the receiving, rebuilding and shipping of more than 100 servers; and
- Provided Tier II and III helpdesk support worldwide.

#### CONTACT

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##### About Planned Systems International, Inc.

PSI offers a full-service, single source approach to providing quality Information Technology solutions and services based on the mission of our customers. Our winning combination of people, technology, processes and experience helps our customers achieve sustainable success.