



Health Plan System Maintenance (HPSM)

Enhancing the value and speed to Market of your System Configuration

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EXECUTIVE SUMMARY

In today's competitive Health Plan market, it is vital to ensure that the people supporting your core administrative system are embodied with the knowledge, tools and competencies necessary to meet the demands of your customers.

Properly implementing and maintaining the configuration of a health plan's core administrative system requires the appropriate processes, quality assurance procedures and tools. Without a standardized, repeatable and measurable approach; configuration quality and traceability is solely based on each individual analyst's capabilities.

Process, procedures and tools become even more critical when configuration moves from the supplied graphical user interface (GUI) of the system that contains its own inherent edits, to a structured query language (SQL) based approach that is devoid of system or business edits.

Configuring the system right the first time, is proven to improve customer satisfaction, increase efficiency and reduce costs.

A *Health Plan System Maintenance (HPSM)* solution that provides processes, procedures and standardized rules to support configuration is **crucial** to efficiently implement and maintain the core administration system for your health plan.

IVSTech has designed a solution specifically for health plans that focuses on:

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- *Functional processes that guide the Business Systems Analyst (BSA)*
 - *Standard and custom Business Rules to prevent invalid configuration*
 - *Customizable system configuration analytics to identify issues, create benchmarks and improve quality*
 - *A secure environment to protect configuration data*
 - *The ability to establish, store and execute health plan specific configuration transactions to multiple environments*
 - *The ability to create, save, recall and modify transaction requests*
 - *A complete audit trail of user HPSM interaction*
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The **IVSTech** solution was created from the ground up and contains over 12 years of health plan system configuration experience, input from our client users and business expertise derived from implementing and maintaining the configuration of the Facets™ system. Our solution automates and streamlines the configuration process and allows the user to focus on “**what**” needs to get done instead of “**how**” the work needs to get done. Beyond configuration maintenance, the **HPSM** solution provides system assessment capabilities to help management understand their configured environment, and target improvement as both configuration and complexity grow. **IVSTech** can deliver a long-term, repeatable solution to address your demands for configuration maintenance in your health plan.



INTRODUCTION

Are you sure that your Facets™ Business System Analyst (BSA) resources are efficient and accurate when configuring your core administrative system? Odds are that many of the resources you depend on to manage and maintain the configuration of your health plan's core administrative system, are spending an excessive amount of time determining how they are going to update the system rather than what needs to be done to properly configure the system. It is also likely, depending on your existing policies, procedures and tools that they do not follow the same organizational configuration approach and standards.

The management and operation of the health plan core administrative system, such as Cognizant's Facets™ Extended Enterprise, utilized by many of today's health plan and Third-Party Administrator (TPA), require a great deal of maintenance. It is necessary that your configuration team can update the system in a repeatable, efficient and accurate manner. It is also crucial that the user has a sound understanding on how different functional areas of the system interact to ensure that adjusting configuration in one area of the system does not negatively affect another area or function of the system.

To effectively tackle this problem, **IVSTech will help to transform** your configuration approach by providing a secured process, procedure and rules based solution, that leverages our experience supporting health plan system, people and processes over the past 12 years.



OVERVIEW

Today's health plan requires efficient and accurate core system configuration. Selecting the right tool that, not only provides efficiencies and quality, but is also designed to simplify and streamline the configuration process is crucial for the success of your organization. The **IVSTech HPSM** solution provides the capabilities necessary to support your health plan configuration needs.

Within this paper, we will examine how a systems approach to the maintenance of Facets™ configuration can be utilized by the Facets™ BSA. By delivering a greater amount of transparency to system configuration and operational proficiency through a standardized configuration process, the **HPSM** can ensure that each functional transaction is loaded efficiently and accurately into the Facets™ system.

To study this common impediment facing most health plans and TPAs utilizing Facets™, or similar applications categorized as core Health Plan Administrative systems, we will cover the following topics:

- Examining the Problem
- Present the **IVSTech** solution to the problem
- Discuss Return on Investment (ROI)
- Provide a conclusion that will benefit you and your staff

THE PROBLEM

During the implementation of the core processing system, the initial configuration design and recommendations are built and executed in a controlled manner to achieve a live production state on the Facets™ solution. Once live, the reality of day to day operations expose the challenges of moving additional product lines onto the platform, maintaining the configuration to address defects, addressing mandates and implementing new business. It is vital that new configuration and changes to existing configuration are applied in a predictable and controlled manner. **Many organizations struggle with this complex set of activities.**

Over the past twelve years **IVSTech** has worked with a variety of Health Plans and TPAs across the United States. While interacting with our health plan clients, we have observed some common trends related to configuration maintenance and product line expansion. Following the initial system configuration, most users move away from front-end

Inefficient and error prone configuration maintenance not only costs your organization monetarily, but also diminishes the trust of customers.

graphical user interface (GUI) updates and towards structured query language (SQL) based configuration utilizing SQL based tools. The benefits of this approach are quickly realized through the ability to apply large updates in a relatively short period. Unfortunately, it also exposes the system configuration to updates and changes that do not respect record relationship parameters and business rules. It furthermore leads to constant 'one-off' solutions that can differ by BSA.

To articulate this problem, we will present some common approaches to configuration maintenance and highlight how they can adversely impact not only configuration integrity, but also customer experience and satisfaction.

Case Example: New Type of Service (SESE_ID)

As new mandates, lines of business and benefit changes are applied, often there is the need to create a new Type of Service (TOS) within the Facets™ environment. The creation of the actual Service ID is rather simple, but the proliferation of the new ID across the environment can have its problems.

Manual Process (Graphical User Interface – GUI)

- When a BSA utilizes the entry and maintenance screens within the Facets™ solution, they are assured that built-in data integrity and a certain level of validation is applied to the new entry.
- The user must remember all related applications within the system that must be reviewed when a new TOS is added. This scope of applications can change based on the requirements for the new TOS. While process and procedures can be helpful, often certain steps and applications are missed. This can be especially tricky when Facets Workflow, NetworX or Processing Control Agent utilize the TOS as part of a qualifying logic.
- If the configuration has a high volume of Service Payment or Service Definition records, manually updating all the records is time consuming and prone to error or omission. This in turn leads to defects, rework and a negative experience for your customers.

SQL Based Tools (MS Access, Microsoft SQL Server, Oracle Query Analyzer)

- When a BSA utilizes an SQL based tool they have now bypassed much of the built-in data integrity and validation logic applied to the new entry when using the supplied GUI.
- The user must remember all related applications and tables within the system that must be reviewed when a new TOS is added. This scope of tables and applications can change based on the requirements for the new TOS. While process and procedures can be helpful, often certain steps and applications are missed. A good understanding of Facets, the Facets data models and SQL is required to complete this set of tasks successfully.
- Depending on the user, and existing policy/procedures, each BSA might create their own SQL logic to apply updates. This can be especially risky when Facets Workflow, NetworX Processing Control Agent or the BPA supplemental applications utilize the TOS as part of a qualifying logic. It also introduces the risk

for unforeseen outcomes as the data model and SQL knowledge of each BSA impact the success of each update. As with the manual process, this can lead to defects, rework and a negative experience for your customers.

- While utilizing SQL will allow for high volume updates, and reuse of the logic is possible, there is often the need for constant updates for each new set of requirements.
- Cognizant/TriZetto, as a matter of policy, does not recommend that customers perform back-end (SQL) updates to the Facets™ tables. Unpredictable results and even limited vendor support can result. With that said, most of the organizations that utilize Facets™ do in fact apply a sizable volume of their configuration using SQL tools. Intelligent use of tools, with an eye towards stability, quality and data integrity must be paramount when such tools are utilized.

*"We never have the time to do it right, but
always have to make time to do it over"*

The **HPSM** solution was developed with an eye towards stability, quality and data integrity. Outside of the stable and secure technology, the **HPSM** was directly built based on our success and experience implementing and maintaining the Facets™ solution.

THE SOLUTION

The **HPSM** solution was developed by **IVSTech** utilizing a streamlined, systems approach to support the health plan's core Facets™ configuration. The solution is designed to assist the health plan's configuration team to maintain the existing configuration as well as support new business requirements. The solution is constructed to streamline and simplify the configuration process, while also ensuring the quality of the configuration for the health plan. A systems approach to the loading of configuration data will provide the BSA with an easy to use platform that is necessary to be successful in supporting your customers.



Value is provided to the health plan through the **HPSM** solution's ability to improve quality with our repeatable rule-based engine, that minimizes the chance for error. The **HPSM** also will increase productivity since the user is more focused about **“what”** they need to do vs. **“how”** they should do it.

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- *Increased quality and reduced risk*
 - *Shorter maintenance/build SLAs*
 - *Bulk loads and updates*
 - *Reduced resource costs*
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The **HPSM** wizard based process reduces the maintenance time-line by simplifying the process of requesting a transaction, this approach will also reduce the new build / product release time-frame allowing the user to implement a large amount of configuration in a short period of time.

Value can also be found outside of transactional measurements and within a reduced resource development investment. With the HPSM wizard functionality your BSA can focus on understanding the **business requirements** and the capabilities of Facets™ rather than how to write SQL statements. All of this **leads to a reduction in the cost of configuration**, providing the configuration analyst the ability to complete a task in a shorter period of time. [Click Here](#) See our ROI example.

Our structured approach to each functional transaction follows a flow in the form of a wizard to ensure that the constructed transaction is provided in a repeatable yet customizable way. We begin with determining the transactions that are performed in your organization as well as identify the transactions

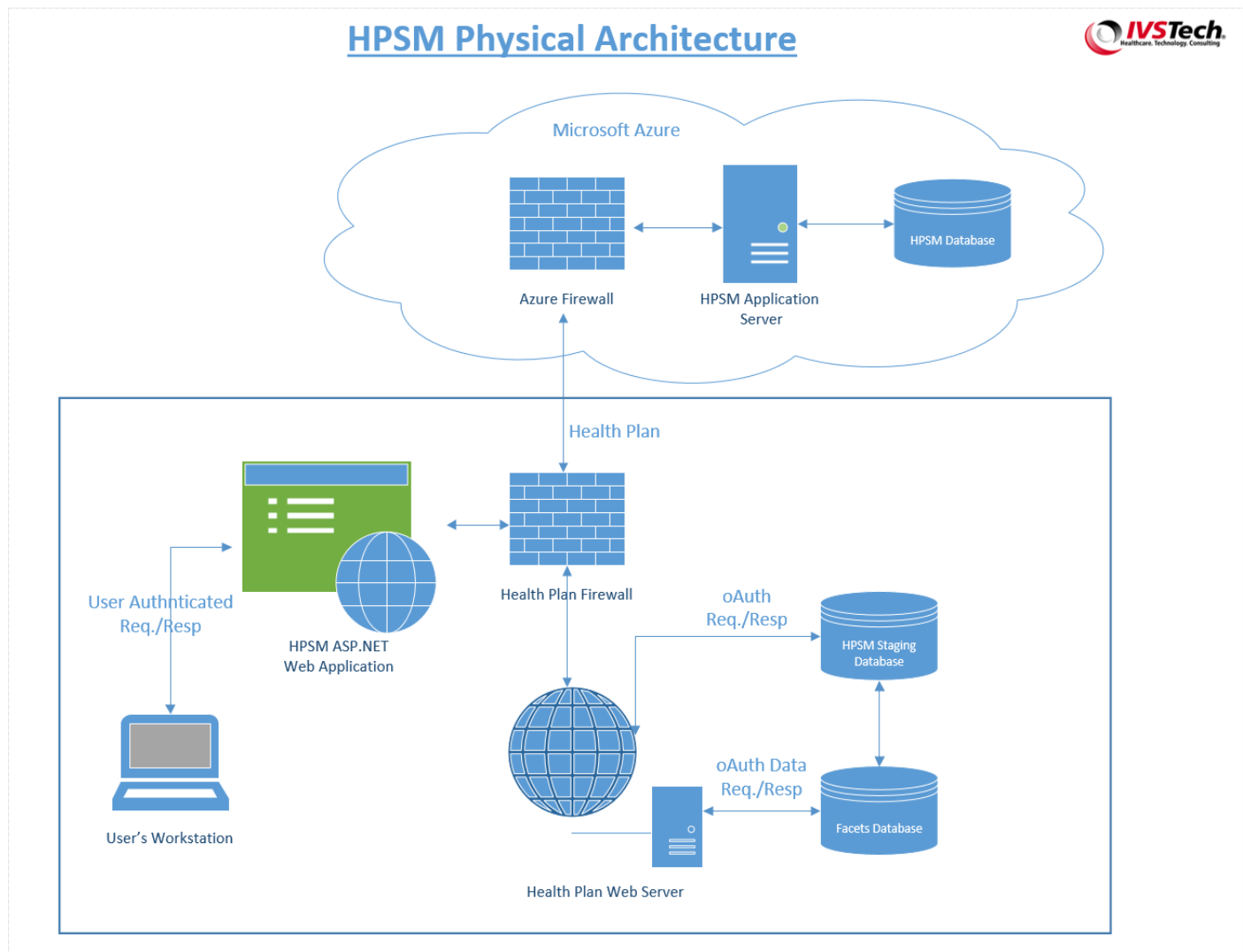


that need to be developed to support the health plan's configuration requirements. To initiate this process, we perform the following steps:

- Determine secured connection implementation approach
- Test and implement secure connection
- Install the **HPSM** stored procedure in target database(s)
- Perform testing with the secure connection and the **HPSM** stored procedure database object
- Develop new **HPSM** transactions necessary to support business requirements
- Perform testing on new and existing **HPSM** transactions, and remediate as necessary
- Execute Resource Development Program activities for users that will be impacted by the **HPSM** solution
- Implement the **HPSM** solution
- Monitor and improve the solution through collaboration with other **HPSM** Health Plans

THE SYSTEM ARCHITECTURE

The architecture of the **HPSM** solution is safe and secure to protect the health plan's configuration data. Our solution provides ASP.Net Forms Authentication as well as a custom oAuth implementation that insures that each transaction between the **HPSM** and the health plan is safe and secure.



Note: HIPAA compliant data, such as membership data and provider data, is not supported in the HPSM. Any HPSM transaction that is developed by the health plan that exposes HIPAA compliant data is solely the responsibility of the health plan.

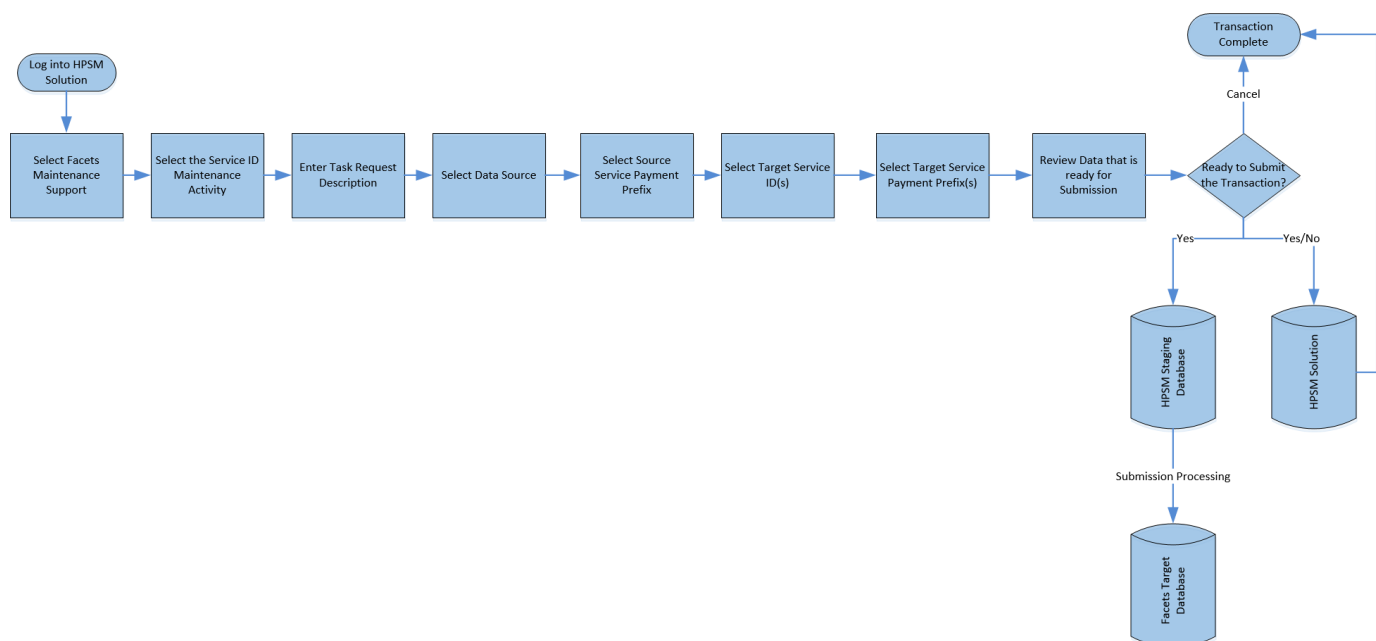
A SAMPLE FACETS HPSM TRANSACTIONS

Within this section, sample transaction flows are provided to illustrate the repeatable process and accuracy of the **HPSM** solution. For each and every transaction that is developed in the **HPSM**, a flow is designed with a business related purpose to ensure that the flow is an accurate representation of the business intent and provides value to the health plan.

The Facets Service Payment Maintenance Task

Purpose: The purpose of the Service Payment Maintenance Task is to provide the user the ability to apply Service Payment (SEPY) settings by Type of Service or Service Rules across multiple prefixes based on the settings on another prefix.

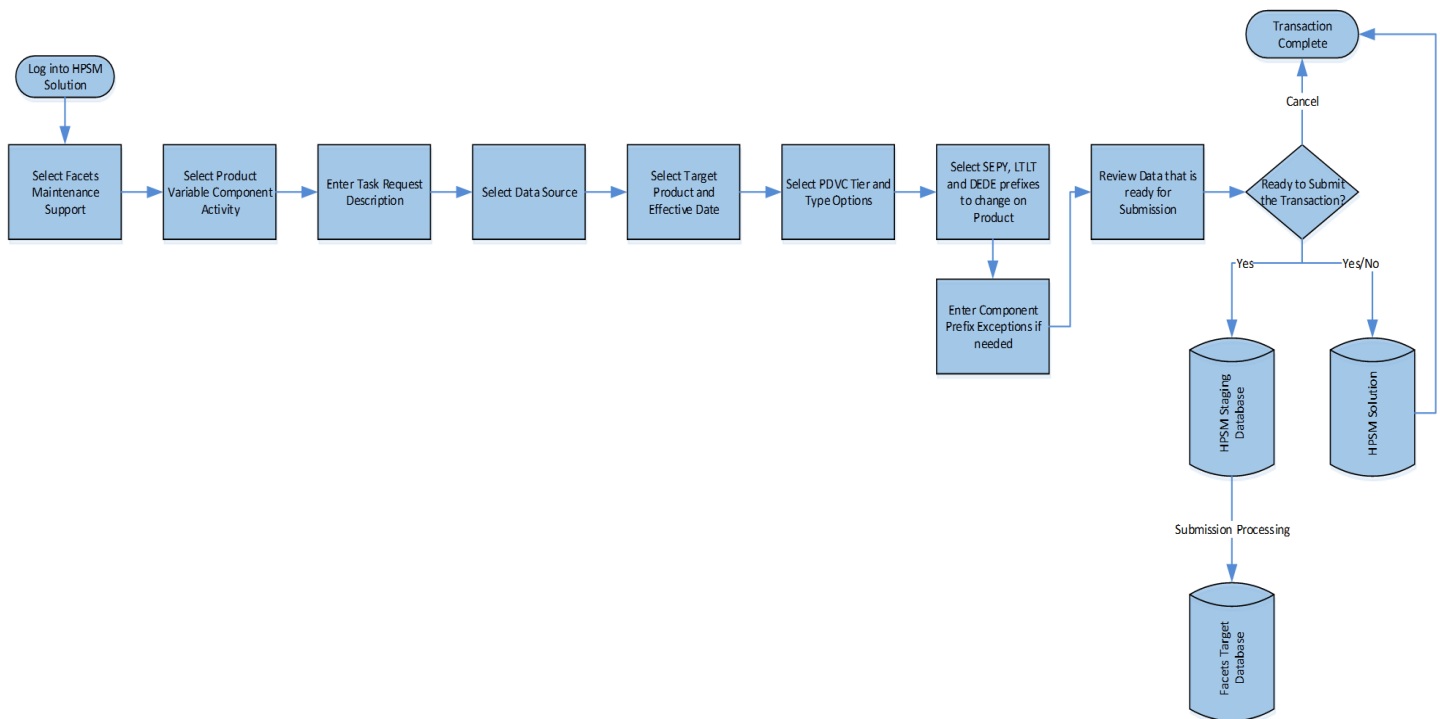
Service Payment Task Flow



The Facets Product Variable Component Task

Purpose: The purpose of the Product Variable Component Task is to provide the user with the ability to select an existing Product in the Facets™ database, determine the effective date for a new Variable Component generation, determine the Service Payment, Deductible and Limit Prefixes for the new generation, as well as exceptions and apply the new variable component generation to the target Product.

Product Variable Component Task Flow





AN EXAMPLE OF ROI BASED ON OUR EXPERIENCE

The evaluation of a large U.S. based Health Plan will help illustrate the powerful nature of our **HPSM** solution along with **IVSTech's** methodology, documentation, resource development and product support.

The health plan has a large BSA team to support both project and day to day operations around the Facets™ system. Like many Facets™ centric BSA operations the team was comprised of highly experienced resources that have been supporting the system for years, and newer resources at the beginning of their BSA career. Management found it difficult to balance the work load across this pool of resources, as some resources were only experienced in specific modules, and there was no standardized process for the maintenance and implementation of configuration in the Facets™ System.

IVSTech, working with the management team, performed an analysis on two time consuming and costly tasks that included the Product Variable Component Task and the Service Payment Update Task. The analysis focused on determining the current cost of these maintenance tasks compared to the **HPSM** model to determine the savings of utilizing our solution over a 3-year period.

Facets Configuration Automation - ROI Estimates													
Function	Annual Resource Cost	Annual Resource Cost Plus Benefits	Numer of FTE(s)	Estimated Hours Per Year	Cost Per Hour	Cost Per 40 Hour Week	Effort in Weeks (Annually)	Total Cost	Retained Work Cost Reduction	Subscription Cost	ROI (Year 1)	ROI (Year 2)	ROI (Year 3)
Product Variable Components (PDVC)	\$100,000	\$110,000	1	2000	\$55	\$2,200	16	\$35,200	\$5,280	\$4,500	\$25,420	\$50,840	\$76,260
Service Payment Updates (SEPY)	\$100,000	\$110,000	1	2000	\$55	\$2,200	38	\$83,600	\$12,540	\$4,500	\$66,560	\$133,120	\$199,680
Totals								\$118,800	\$17,820		\$91,980	\$183,960	\$275,940

Characteristics:

- High volume of PDVC and SEPY updates
- Mainly use of Facets UI to perform maintenance
- Using Tier 1 Subscription Plan @ \$4,500/yr.



Note: *This estimate does not account for implementation cost or new transaction development. Upon scoping, the IVSTech Implementation Team would work with the health plan to determine the ROI with these additional factors for your organization.*



CONCLUSION

In summary, health plans and TPAs are successful when there is an alignment between the tools they have at their disposal, resource knowledge and allotted tasks. Resources that have the tools they need to configure the system right the first time, improves customer satisfaction, increases efficiency, reduces costs and allows management to focus more on what needs to be accomplished rather than trying to figure out how to accomplish the task.

Having access to the **HPSM** Solution, as compared to manually loading of configuration or attempting back-end uploads, improves quality, increases productivity, reduces the maintenance time-frame, reduces resource training investment and lowers the cost of configuring the Facets™ system.

What kind of Facets™ configuration tools does your configuration team have in place? How might it benefit your organization, and your customers to have access to a system maintenance solution? The **IVSTech HPSM** Solution can provide this for you and much, much more.



FOR MORE INFORMATION

If your organization is interested in additional information on our Health Plan System Maintenance Solution (*HPSM*), or any of our broad range of professional services and tools that are specifically focused on serving health plans, please contact us at info@ivstech.com or visit our website at <http://ivstech.com>.



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