INFOSYS HELPS MOLINA ACCELERATE TIME-TO-MARKET OF GOVERNMENT-SPONSORED HEALTH PLAN FOR PUERTO RICO

Abstract

Molina Healthcare Inc., a leading, managed-care organization, partners with Infosys to set up a health plan in Puerto Rico, within a record span of four months.

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About Molina

Molina Healthcare Inc., is a Fortune 500 company, based in Long Beach, California, operating health plans, clinics, and health information management solutions.

It was established in 1980, when, as an emergency room physician, C. David Molina, MD, noticed that low-income, uninsured, or non-English-speaking patients were coming to the emergency room, when in need of general health-care services. Without family doctors, they did not always receive the right care and information. These underserved families deserved better and Dr. Molina set out to do something about it.

He opened a clinic in Wilmington, California, to provide low-income individuals and families a place where they could receive personalized health care, and two more clinics were opened in that same year. Today, Molina's health plans and clinics serve patients across the country. What started out as a mission to treat patients like family, has today become a family mission.

Business need

In December 2014, Molina Healthcare Inc., entered into a Medicaid contract with the Puerto Rico Health Insurance Administration, with an operational start date of April 1st, 2015. This was a significant and strategic win for Molina as it brought in 350,000 members right from the get-go, along with a billion dollars in revenue.

Challenges

- Operating a health plan in Puerto Rico in a short period of time presented several challenges due to regulations, and also the integration of the business itself, as Molina was the only national service provider for the Southwest and East regions of the island.

- The scale of the program, the number of moving parts in it, and the agility it warranted

- Evolving requirements throughout the program life cycle added complexity to the mix

- Go-to-market in a record time of four months, from scratch, posed a huge challenge

- Additionally, fresh portals had to be developed to meet Puerto Rico's specific requirements

Partnership with Infosys

Infosys has been Molina's partner for over eight years. Thus, the decision to engage Infosys on this project was based on our rich and holistic experience in Molina processes and systems, which was key to delivering the program within a short time span.

Success factors

The program was executed within four months, with Molina and Infosys working collaboratively during all phases of the project. The technology acumen, with Molina-specific domain understanding and the scale to deliver, were the key success factors. The investments made by both parties in creating knowledge assets over the years also paid rich dividends.

- Using a proven and tested onboarding planning kit for new states, a robust plan was put in place, engaging all the stakeholders

- The existing framework and architecture were made extensible for the purpose of onboarding the new state

- Infosys solutions, built on a reusable methodology, significantly reduced the development effort and the time-to-market

An 'enterprise test factory,' built with ready-to-use Medicaid test scenarios, shortened the testing time and improved the coverage for enhanced quality.

Benefits to Molina

- Accelerated time-to-market

- 300,000+ members added to the program

A deep and clear understanding of the client's business and its needs is essential for the success of any program. The domain expertise, knowledge acquired over the years of relationship, and the processes and frameworks that were co-developed with Molina, helped successfully establish a health plan within four months.

For more information, contact askus@infosys.com

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