6-STEP NASCO MIGRATION APPROACH

Simplify Claims Migration and Reduce Risk with

Infosys

be more
Overview
The NASCO platform offers an integrated claims processing solution (NASCO Processing System), a highly configurable membership and billing solution (MembersEdge), and a benefit coding solution (BeneFACT). Delivered in the software-as-a-service (SaaS) model, this platform offers a single claims processing system for all Blue Cross and Blue Shield (BCBS) plans, helping reduce operational costs and transform operations.

However, migrating to the NASCO platform is a complex program that requires:

1. Detailed system appreciation and comprehensive gap analysis to align with existing business and technology processes
2. Alignment of heterogeneous technology systems to enable seamless integration
3. Creation of overarching test strategy and test data to ensure error-free migration
4. Skilled program and project managers to orchestrate multiple activities and ensure the program objectives are met

Infosys NASCO Migration Approach
Supported by end-to-end service offerings, Infosys offers a proven methodology to anchor the complex NASCO migration program for BCBS plans. Having worked with four of the six NASCO plan owners, Infosys has gained extensive expertise across NASCO components. This helps us minimize risks and accomplish a successful transformation using the best practice-driven 6-step NASCO migration approach.

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Infosys 6-Step NASCO Migration Approach

1. Gap analysis
   • Business analysis and strategy
   • Assessment (plan structure, IT, medical policies, etc.)
   • Traceability map

2. NASCO configuration
   • Customized configuration and integration
   • Design and development of interfaces, reports, portals and tools
   • Align business and technical requirements

3. Migration testing
   • Test strategy and planning
   • Verification and validation of business processes, and functional and non-functional requirements
   • Regression, integration and acceptance testing

4. Manual process setup
   • Define and implement standard operating procedures
   • Business process outsourcing
   • Integrated claims, benefit and membership management

5. Continuous improvement
   • Improve operational and process efficiencies through tools and automation
   • Usage of tools and utilities such as OpenConnect™ and macro-emulators

6. Program and project management
   • Governance and program management structure
   • Strategic guidance, tactical oversight
   • Consulting

Infosys Value Proposition
Infosys delivers significant value across NASCO engagements through:

• The Infosys NASCO Center of Excellence, which provides platform expertise, best practices, process reference models, predefined metrics, and key performance indicators (KPIs)

• Proprietary tools and accelerators – such as 837 File Generation and eFDE Claim Filing – to improve productivity and fast-track implementation

• Extensive knowledge repository in NASCO portal that contains more than 100 tutorials on various NASCO components

• NASCO certified operations trainers for training internal / client teams

• More than 500 consultants with significant experience in the NASCO platform and mainframe emulators, including OpenConnect™, RUMBA, etc.
Outcomes Delivered

Listed alongside are benefits Infosys has delivered in separate engagements with Blue Cross and Blue Shield plans.

- Implemented migration testing in NASCO platform, resulting in reduced cost of quality through automation tools and reuse of accelerators.
- Developed and customized a Web portal for monitoring NASCO coordination of benefits processes, leading to reduced total cost of ownership.
- Provided business process outsourcing services by reducing claims skip rate from 24% to 8% – thereby significantly increasing the first time claims resolution (FCR).