



Case Study

National Health Plan

*Enterprise Strategy Formulation & Program Management Office
set up for ICD-10 Testing*

The Client

The client is one of the nation's leading health care benefits companies, serving people with information and resources to help them make better informed decisions about their health care. The client offers a broad range of health insurance products and services, including medical, pharmacy, dental, behavioral health, group life and disability plans, medical management capabilities, and health care management services.

Business Situation

By October 1, 2014, healthcare organizations covered by the Health Insurance Portability and Accountability Act (HIPAA) are required to use the International Classification of Diseases - 10 (ICD-10) for all business transactions that contain any diagnosis or procedures information.

Part of the ICD-10 remediation exercise involves incorporating the ICD-10 code set into systems, applications, reports, interfaces and associated business processes. The client sought to validate the remediated systems to ensure that all internal systems and external partners are aligned and ready to accept and process the newly implemented code sets without interruption. To minimize the risk from ICD-10 transition across the value chain, the client embarked on the ICD-10 testing initiative.

The client engaged Infosys to define a comprehensive strategy for enterprise-wide ICD-10 testing and balanced Quality Assurance (QA) life cycle. They also wanted to establish a QA Program Management Office (PMO) to monitor and control the enterprise-wide test execution.

Infosys Solution

Infosys worked with the client to formulate a comprehensive enterprise level test strategy and establish the Testing PMO, accomplishing the following:

- Identified applications and processes impacted by ICD-10, based on existing documentation and subject expert inputs, and evaluated the testing scope for ICD-10 transition
- Assessed vendor/partner impact through a tier-based framework to assess risk exposure and testing dependencies
- Developed end-to-end ICD-10 test plan and defined the applicability of various testing types at three levels: Program, Project, Release
- Evaluated and defined the strategy for developing and managing a proper testing environment
- Accessed and evaluated testing need and execution methodology across four dimensions: Business, Vendor Readiness, System Remediation, Neutrality
- Identified usage of accelerators and test automation opportunities across application/domain
- Defined the "resource model" and budgetary plan to support the ICD-10 testing program
- Recommended QA governance structure and developed the business engagement model necessary to support the ICD-10 testing activities

Business Value

Implementing Infosys' test strategy and QA PMO for ICD-10 migration delivered key business benefits to the client:

- 1 Best practices**
Application of proven testing practices - structured approach, right strategies, methods and tools
- 2 Seamless execution**
Using multi-disciplinary and cross-functional teams with deep health insurance experience, ICD-10 knowledge, and QA expertise
- 3 Reduced project cycle and cost**
Through usage of accelerators and automation opportunities identified

Business Value Delivered

Business Value Delivered

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