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CLOUD-HOSTED AUTOMATED PLATFORM BOOSTS CARE MANAGEMENT AT PAYOR ENTERPRISE.



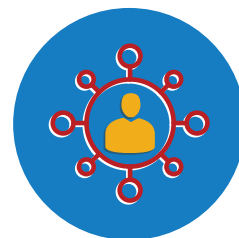
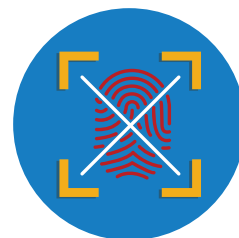
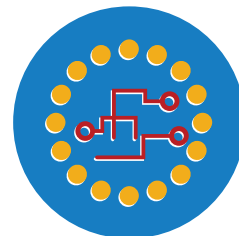
A mutual benefit and health plan operating a network of millions of members, thousands of physicians, and hundreds of hospitals needed to enhance its operational efficiency for delivering affordable, high-quality healthcare. The non-profit payor used a third-party case management application to view case records, member summaries and appointment lists; document assessment, review and outcomes; and coordinate care services. The payor enterprise wanted to replace this legacy application used by case workers (nurses) to access personal medical history and personal health information of members.

The payor partnered with Infosys to build an innovative system for addressing scalability constraints of the care management application. Infosys developed an advanced system that ensured operational readiness to comply with the California Advancing and Innovating Medi-Cal (CalAIM) mandate. CalAIM, a multi-year initiative of the California Department of Health Care Services (DHCS), seeks to improve the quality of life and health outcomes of Medi-Cal members by implementing a ubiquitous delivery system.

Goal setting

Our team identified gaps in the existing solution and conducted planning sessions with diverse teams to understand requirements and establish business objectives:

- Enable accurate communication between members and providers through a cloud-based platform that connects, manages and exchanges real-time data with service applications
- Generate a 360-degree member view by integrating personal health information and patient care management data from diverse sources
- Improve auditability and ensure compliance with statutory requirements for care management
- Enhance 'Star rating' for patient care services by boosting care management across criteria for comparative assessment of health plans, including quality and performance



Digital solution

Our solution can be accessed from smartphones and other devices. Our team-

- Automated processes for consistent and efficient patient care management
- Adopted Agile approach to prioritize requests for process / design changes
- Implemented robotic process automation for generating letters for members / dependents, scheduling jobs, processing input parameters, submitting orders, and updating status
- Upgraded web user interface and built real-time APIs for vendor systems to accelerate transaction processing

Robust testing

Our zero-touch testing methodology ensured smooth solution deployment.

- Automated scripts to execute and validate test cases based on business features minimized human intervention
- Test data strategy helped set up, maintain and prepare test data for smooth execution through comprehensive scenario coverage and data flow validation across application interfaces
- Seamless data access facilitated user acceptance testing and production training for users
- Service virtualization (creating and deploying virtual components that simulate the behavior of real components) supported service testing
- Model-based testing to generate test cases from product models to identify system integration gaps and drive the continuous integration (CI), continuous delivery / deployment (CD), and continuous testing (CT) process also accelerated code release

Cloud platform streamlines care management

- Automation reduced transaction processing time from 70 hours to 90 minutes
- Automated process for correspondence generated 20,000 letters for members / dependents in a day
- Robust service integration and seamless coordination between 12+ vendor partners augmented care delivery capabilities
- Real-time collaboration with providers improved healthcare outcomes for members, and enhanced patient satisfaction by 75%
- Ability to monitor adherence for treatment recommendations and patient outcomes improved physician satisfaction score
- Superior network / care coordination and provider relationships upgraded 'Star rating' of the health plan
- Real-time reporting addressed audit and Medi-Cal compliance requirements



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