Building
Tomorrow's Enterprise

Case Study

Infosys®

HIPAA 5010 Impact Analysis

for a California-based Medicaid and Medicare Plan

Abstract:

A multi-state, managed care organization participating in Medicare and Medicaid plans, partnered with Infosys for HIPAA 5010 impact assessment of its process and application landscape. Infosys performed an impact assessment of the enterprise consisting of tens of thousands of source code files and provided a comprehensive assessment report and remediation recommendations in 7 weeks using the iTransform™ product suite, saving the client 70% cost vis-à-vis manual assessment.

For more information, contact askus@infosys.com

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The Client

A multi-state managed care organization participating in government-sponsored healthcare programs; the client delivers healthcare services to persons eligible for Medicaid, Medicare and other programs for low-income families and individuals through a network of primary care clinics.

Business Need

All HIPAA covered entities need to comply with the legislation that has mandated the adoption of HIPAA 5010 transaction standards for EDI in healthcare. In addition to being the platform to support ICD-10 codes, HIPAA 5010 is expected to increase the adoption rate of EDI in healthcare and reduce the necessity of partner specific companion guides by increased standardization. As a first step, the customer engaged Infosys to assess the impact of the change to all its systems, applications, reports, interfaces and associated business processes.

Scale

The client operates in different states via 10 health plans and has 10 environments of core processing systems to meet the specific requirements of each plan.

- Tens of thousands of stored procedures in nearly 80 databases
- Hundreds of interfaces and reports
- Hundreds of web applications on Microsoft platform

Nearly thirty integration applications on Microsoft platform

Analyzing the impact of nearly 1,000 changes in HIPAA 5010 on such a big code inventory was a significant challenge. Lack of system/process documentation added to the problem.

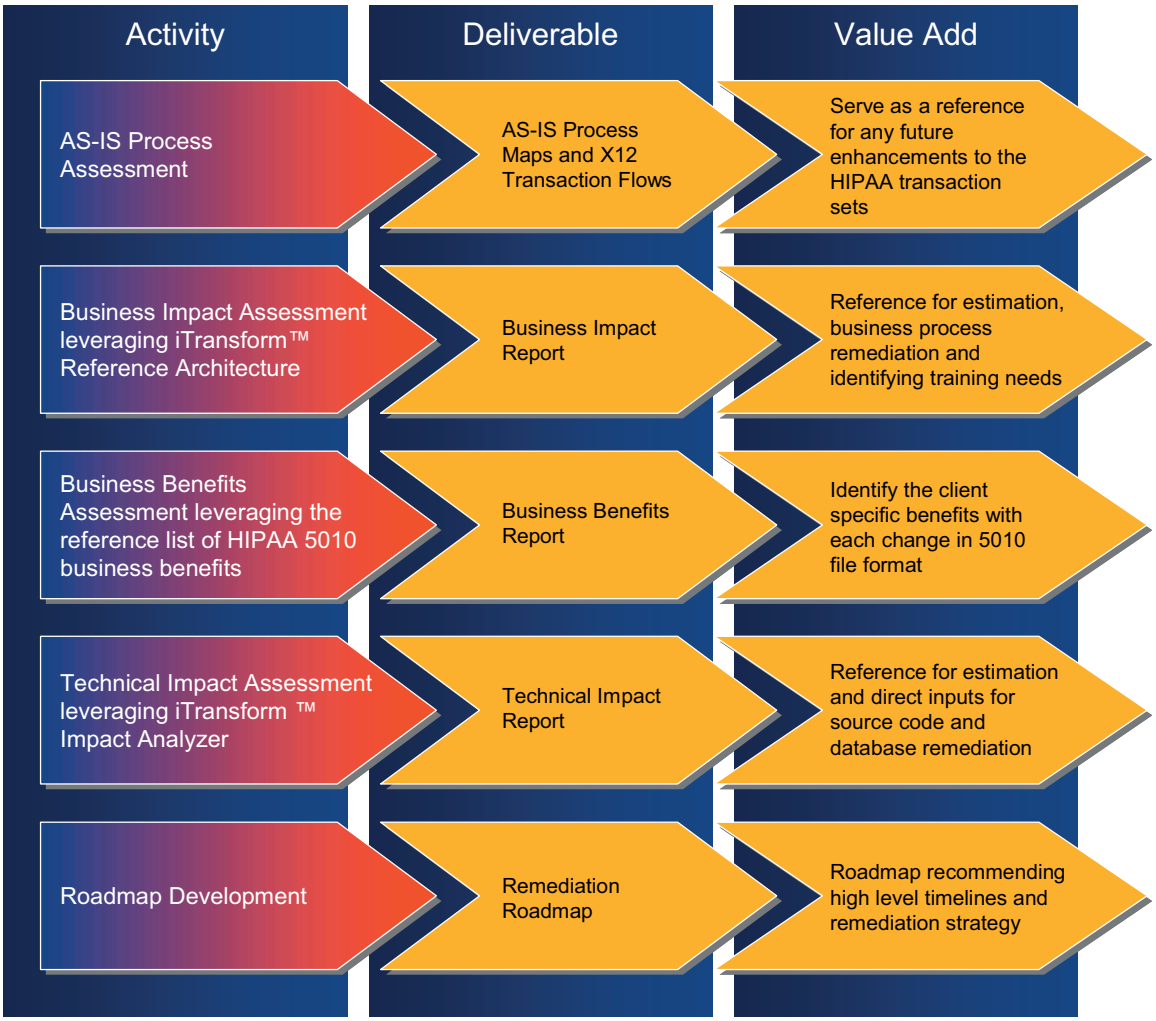
Infosys's Role

The client engaged Infosys to leverage their iTransform™ product suite to perform business and technical impact assessments, and produce a remediation roadmap for client.

The client chose Infosys to assist it in its 5010 impact analysis phase because:

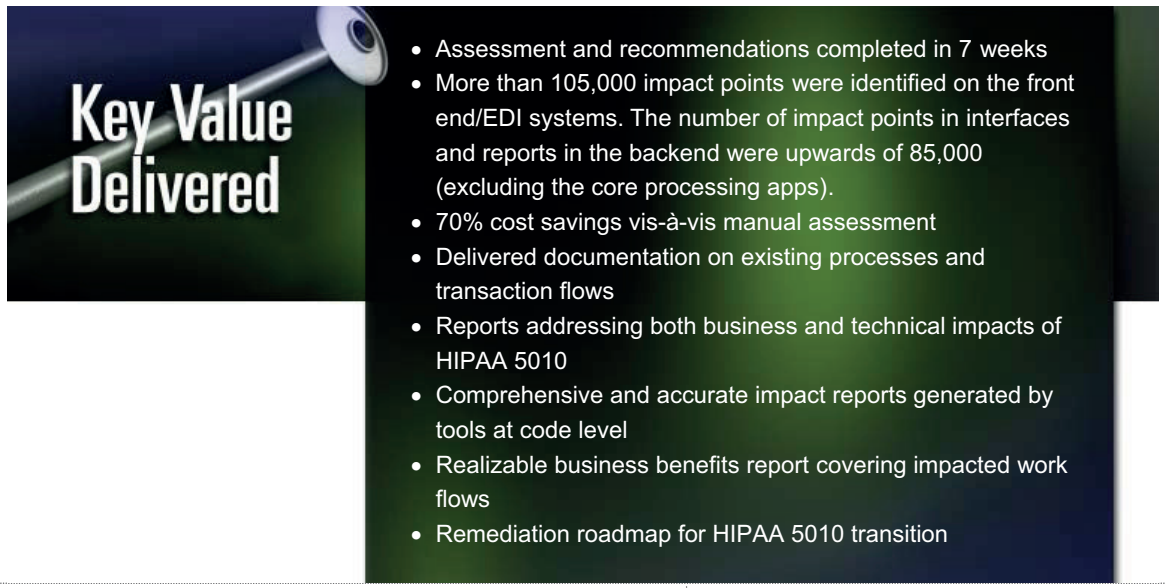
- Infosys' deep-rooted domain experience
- iTransform™ product suite components to accelerate the impact assessment
- Infosys' experience with client application landscape

Infosys successfully completed the engagement in 7 weeks, at 70% lower cost vis-à-vis manual assessment to create the following deliverables:



Challenges

Challenge faced	Solution/Mitigation
Unavailability of process documentation to perform a process assessment	• iTransform Reference Architecture was used as the starting point to create AS-IS process maps and transaction flows. • To ideally utilize the limited availability of SME's, a questionnaire was used to customize the Reference Architecture for client. • Pre-determined impact points in the Reference Architecture allowed process impact assessment easier.
Large inventory for assessment	• Infosys team leveraged the extensive analysis of incremental changes in 5010 and configured the iTransform impact analyzer to auto analyze the code bases
Certain interfaces and middleware involved in analysis were not fully supported through automated analysis	• Support was developed for certain interfaces during the engagement. Remaining non supported interfaces were manually analyzed and impact reports were generated to supplement the tool based analysis. All reports were combined in the last week to present a unified view of the impact.



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About Infosys

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For more information about Infosys (NASDAQ:INFY), visit www.infosys.com.

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