

exciting times...infinite possibilities...



Case Study



Building a Robust Healthcare Product to Seamlessly Replace Legacy Systems

Infinite built a robust, efficient healthcare product that replaced a legacy system of 30 different applications that handled over 2 million Medicaid claims a month.

The Client

The client is a Fortune 500 Healthcare company with more than \$21bn in annual revenue and more than 77,000 employees supporting client operations in 100 countries and 750 global locations.

The customer supports US states and Healthcare providers with Medicaid Management Information Systems (MMIS). An MMIS is composed of many functional components like Provider and Member enrollment, claims processing and payment systems with high end reporting solutions working together to pay Medicaid claims to active providers. In addition it contains robust reporting capabilities and is required to interface with outside entities while also tracking correspondence and communications.

The Challenge

The customer had an existing legacy system of 30 different applications with this product, some of which were COTS products like DocFinity and xPression. This disparate nature of the system posed significant challenges to efficiency and interoperability. The system needed to process around 4 million claims a month that would result in provider payments of \$400mn. In addition, the system needed to maintain and enroll approximately 40000 providers and determine eligibility of 1 million recipients.

From an architectural standpoint the system needed to be designed to process up to 100,000 claims in 2 hours and determine eligibility of 5000 members in 30 minutes.

Solution

Infinite's analysts studied the requirements of the system and recommended a product that was built on IBM WebSphere suite. With the margin for error being virtually zero, the product would need robust architecture to support the functional demand. Service Oriented Architecture (SOA) was used to build this product, keeping needs of the stakeholders of the system in mind. Blaze Advisor Rules Engine was chosen because it enabled changes in rules to be made directly in the database, rather than in program code. This would reduce the time taken to make the change in rules that

determined the processing logic.

The key functional areas of the MMIS are:

- The MMIS system was implemented as an automated process which includes claim submission and payment generation processes as well as recovery of the amount from third parties on whose behalf the payments have already been made.
- A member can enroll in the system as online, with batch processing capabilities.
- Providers have the ability to submit the claims and raise Service Authorization requests.
- The system supports interaction with EDI systems to process the claims and validate member policy information.
- The system supports bill generation to carriers both in paper and electronic format.
- Fairlssac Blaze Rules Engine
- Cognos for Reports
- IBM Rational Test Manager
- IBM DB2 and Oracle 10g Database for efficient storage.
- IBM Rational Multisite Clear Case for Configuration Management
- IBM Rational Multisite Clear Quest for Defect Management
- Build Forge for automated Build, Packaging and Deployment
- Integration with COTS products like DRG grouper, BloodHound & RugGrouper.
- Electronic document management system using Docfinity & Filenet.
- For letter generation, printing in PDF format using xPression

“I write to express my great gratitude for a job well done. The dedication and effort which team has put into building this product has been above and beyond the call of duty”

IT Manager,

Fortune 500 US Healthcare Company

Outcome

Infinite's robust solution had measurable business impact. Once the product was built, it reduced the cost of development and implementation. Similarly, time of development, customization and implementation for the client was brought down once the product was deployed. A key business advantage was the ability to quickly incorporate the change in Healthcare regulations.

The scalable application with high availability in a clustered environment with multiple node support could reduce the processing time of claims and payment for recipients or providers.

Technology Overview

- IBM Rational suite that includes Application Developer 7.5, Software Architect 6.0, 7.0, Integration Developer 7.0, BPEL and Portal Server 5.1, 6.0
- Java-J2EE, EJB, Web Services, Hibernate, JSF, Portlets, AJAX

About Infinite

Infinite Computer Solutions is a global service provider of Application Management, Infrastructure Management, Product Engineering and Mobility and Messaging Products and Solutions, with focus on Telecom, Energy & Utilities, Media & Content, Healthcare and Banking & Finance industries. Our strength stems from the alignment with client business objectives, even as we engage with clients across multiple engagement models to align better with your business needs. With a global headcount of around 5000 professionals and offices spread across India, US, UK, China, Malaysia, Singapore and Hong Kong which includes delivery centers in the US at Maryland, Illinois and Tennessee and in India at Bangalore, Delhi, Hyderabad and Chennai, key resources are always there when our customers need them.

Established in 1999, Infinite today is a publicly listed entity headquartered in Bangalore, India, with an expanse across three continents, a diverse employee base and over 50 premier clients, including several leading Fortune 100 companies. The journey so far has been as remarkable as it has been definitive. Our mission is to maximize customer delight through high quality solutions and services, while fostering a proud and efficient workforce. We not only develop technology-enabled solutions to solve our clients' toughest challenges but also bring smart innovation through series of quality enhancements, process improvements and a pragmatic approach towards clients' business challenges.

© Copyright 2013, Infinite. All rights reserved. No part of this document may be reproduced, stored in a retrieval system, transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the express written permission from Infinite. The information contained herein is subject to change without notice. All other trademarks mentioned herein are the property of their respective owners.