

PEGA PRODUCT COMPOSER SYSTEM FOR HEALTHCARE

Enabling Innovation for Healthcare Products and Benefits

A PEGA HEALTHCARE DATASHEET

Unlocking Product Potential by Making the Complex, Simple

Pega Product Composer System (PCS) streamlines the creation and maintenance of health insurance products through guided assembly and reuse of atomic-level benefit components which can be quickly fine-tuned for complex logic and conditions. By simplifying product design, management and delivery, Pega PCS unlocks product innovation, accelerates compliance and speeds time to market. PCS also differentiates the customer experience by delivering a centralized product repository that exchanges accurate, detailed plan and benefit information, to all your users, systems, channels and devices.

Health plans can transform their product approach with Pega PCS. Deployed on the cloud or on premise, Pega PCS reduces time, cost and risk for product development and execution. It provides key transformational capabilities needed in healthcare today:

- **Power to Simplify**
Rapidly create and operationalize innovative products by easily configuring extensible benefits built to handle healthcare complexities including cost-shares, penalties, limitations, exclusions, authorization requirements, networks (tiered and carve-outs) and claim-specific payment codes and instructions.
- **Power to Change**
Quickly execute regulatory updates and new product features through system-propagated changes that are intelligently automated across your product portfolio without maintaining separate and duplicative logic. With utilities like data load and mass update, introduce new and change the old rapidly with a solid audit trail.
- **Power to Engage**
Define your brand and enhance customer engagement by seamlessly delivering context-sensitive product and benefit information across your preferred digital marketplace.

CHALLENGE

Consumerism continues to shape our healthcare world. In response, organizations differentiate by offering innovative products that are competitive and appealing to the consumer, while adhering to budget constraints. Configuring a product is an exhaustive effort traditionally performed in multiple operational areas and systems.

SOLUTION

Pega Product Composer System for Healthcare simplifies both product development and product maintenance for healthcare organizations, enabling products to be operationalized. With PCS, quickly meet changing business needs and regulatory requirements in the same tool that enables customized benefits and plans for a proposal using components already recognized throughout the organization.

CONFIGURATION OUTSIDE OF THE BOX

In just five weeks using PCS, the largest health plan in the Mid-Atlantic, deployed the code configuration required for their claims engine for 250 of its ACA-complaint products. By managing and then extracting it from PCS in a format their claims engine can consume, they are able to implement changes in configuration in hours, as opposed to days.

Develop and Deploy Innovative, Market-Responsive Products

The Pega Difference

- Atomic-level benefit definition with adjudication parameters, authorization requirements, limits and cost share logic mapped to language for standard materials drives rapid operationalization of new products and quick integration with downstream areas.
- Nuanced product design capabilities are easily modeled and extended for complex concepts such as value-based benefits, shared accumulators, tiered networks, product bundles and network carve-outs.

Accelerate Regulatory Compliance and Time to Market

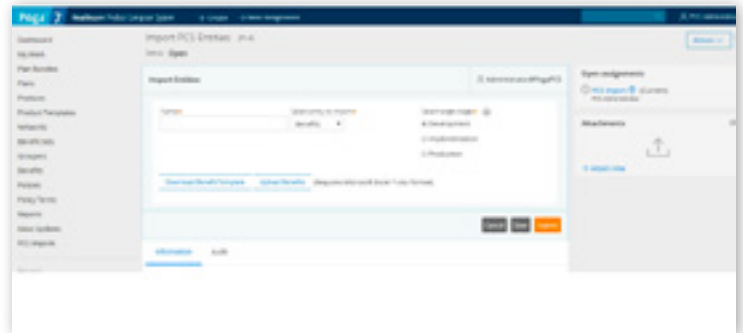
- Complex and configurable product rules enforce regulatory mandates as well as customer-specific performance guarantees using multi-dimensional attributes including eligibility requirements, regulatory mandates and effective periods.
- Logical product structures, powerful inheritance rules and mass update features minimize the need to overproduce products, manage multiple copies or replicate from scratch.

Drive Customer Confidence and Value

- The product repository delivers a single source of truth for accurate and consistent cost shares, coverage rules, authorization requirements and other benefit information, enabling high-quality product information and customer service across all departments and touch points.
- A single configuration for products, materials and claims processing logic eliminates manual loading and translation errors that cause client dissatisfaction through untimely claims adjudication, incorrect service denials and inaccurate payments.
- Exhaustive suite of agnostic integration services and connectors simplifies delivery of product offerings across multiple sales channels, marketplaces and devices.

Realize Product Lifecycle Management

- Manage medical, dental, vision, and pharmacy products/benefits from ideation through their implementation, production and retirement.
- Version control allows operations to utilize accurate product and benefit information for a specific point in time, and provides the transparency of how those products and benefits have evolved.
- Extensible approval workflow coordinates multi-party participation and dynamically manages product lifecycles using configurable, real-time decisioning to promote products through their lifecycle throughout the organization.



Pega PCS unlocks product potential, time to market, and drives customer loyalty by simplifying product development, automating product management, and enriching each user's experience.