

Pega Collaborative
Healthcare Summit
2017



Pega Solutions

Enabling Claims Transformation at Blue Cross Blue Shield of Michigan

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Agenda

- Operating Context and Market Imperatives
- Claims Transformation – A Holistic Approach
- Business Impacts and Outcomes
- Navigator – Product Overview
- Coming Soon...Operational Analytics

Operating Context @ Blue Cross Blue Shield of Michigan

Claims Operations

Functional Scope

- Adjudication
- Adjustment
- RN Review
- BlueCard®
- EOB

FTEs

- 500 Processors
- 30 RNs
- 10 Management

Annual Volumes

- 70M Claims
- 50K RN reviews

Performance

- 99% in 30 days
- 97% OFPR
- 3% manual
- 3.9% adjustment
- 95% PG retention

Market Trends and Operational Imperatives

Market Trends

1. Rise in consumer expectation.
2. Pressure on administrative cost intensifying.
3. Revenue tied to operational performance increasing.
4. Pace of product innovation accelerating.
5. Continued government regulations.

Operational Imperatives

- 1 Enhance Customer Experience
- 2 Improve Operating Performance
- 3 Reduce Operational Complexity
- 4 Adapt to Change Rapidly
- 5 Protect Customer Information
- 6 Sustainably Lower Cost to Serve

Claims Transformation – A Holistic Approach



Claims Transformation – A Holistic Approach

Performance Management

- Production Standards
- Accountability Policies
- Management Reporting

Organizational Design

- Functional Consolidation
- Unit Lead Role Expansion
- Center of Excellence

Process Optimization

- Replacement Automation
- Modifier 22 Automation
- Unit Pricing Automation
- Electronic EOB Adoption

Technology Enablement



PEGA

VERINT.



NAVIGATOR
FOR CLAIMS
Robotic Desktop Automate

Workforce Optimization

Business Impact and Results



More Work. Less Cost. Better Outcomes.

- ✓ **28% Increase in Production**
- ✓ **13% Decrease in Outsourcing Spend**
- ✓ **31% Reduction in Aged Inventory**
- ✓ **50% Reduction in Missed Performance Guarantees**
- ✓ **Continued Ability to Achieve Quality Targets**

Navigator Capabilities

Inventory Management.

Holistic and consistent understanding of work inventory levels.

Process Management.

Consistent and streamlined business process execution.

Work Distribution.

Distribute the right work to the right resource at the right time.

Performance Management.

Monitor operating metrics and SLAs in real-time.

Configuration Management. Business driven tuning of business process and rules.

Operational Analytics.

Insights to enable sustainable process improvements.

Technology Enablement

1 Governance

- Guiding Principles
- Dedicated Leadership
- Integrated Team
- Pega 'Bootcamp'

2 Business Readiness

- Executive Support
- Just-in-Time Training
- Accelerated Deployment
- Floor Support

3 Design and Configuration

- Workbasket Design
- Skills Design
- Routing Rules
- Reporting Enablement

4 Production Maintenance

- Business and IT Leads
- Dedicated NASCO Support
- Processes and SLAs
- Design Governance

NAVIGATOR FOR CLAIMS
→ Next Assignment Refresh ICN
Claims Analyst

Dashboard

My Work

Reports

Recent

Dashboard

Aging Inventory by Workgroup

Workgroup

New Receipts by Workbasket

Workbasket

Aging Inventory by Performance Guarantee Group

PG Group

The screenshot displays the NAVIGATOR FOR CLAIMS interface. At the top, there is a navigation bar with 'Next Assignment' and 'Refresh ICN' buttons. The main header shows 'NAVIGATOR FOR CLAIMS' and the current claim details: 'Claims Pricer Auto National'. Below this, the 'ICN:' field is highlighted with a blue box, and the 'Navigator ID: CLM-10387' is displayed.

The claim summary section includes the following details:

Urgency: 35	Due: 02/16/2016	Claim Age: 34	Status: Pending-Adjudication	Claim Type: 13 - Fault
Location: 101	VIP: 001	Alpha Prefix: _____	Last Process Date: 01/21/2016	
Control Plan: 710	Par Plan: _____	Owner of Claim: NEWSClaimsPricerAN	Claim Category: Auto National	

An 'ACTIONS' dropdown menu is open in the top right corner, listing the following options:

- View History
- Complete & Close
- Put on Hold
- Route to Unit Leader
- Route to Medical Review
- Add Note

The 'Complete' button in the 'Notes' section is highlighted with a red box. Below the 'Notes' section, there is a table with the following columns: Conversation Log, Claim Header, Pend Codes, Skills, Tool Links, Note, Action, Hold Reason, Hold Sub Reason, User Name, and Date/Time. The table currently shows 'No items'.

The Actions available to Claims Examiner:

- ➔ Complete
- ➔ Complete & Close
- ➔ Put on Hold
- ➔ Route to Unit Leader
- ➔ Route to Medical Review

My Work

Recent

My tasks

REFRESH LIST

Urgency	Age	Due	VIP	Location	ICN	Pend Code	Status	Hold Reason	Hold Sub Reason
100	151	11/30/2016	197	070		F351	Pending-Adjudication		
100	6115	8/18/2000	108	070		F058	Pending-Adjudication		
65		2/9/2017		029			Pending-Adjudication		
65		2/9/2017		029			Pending-Adjudication		
60		2/8/2017		029			Pending-Adjudication		

My Productivity

Daily Summary

	Completes	Holds	Routes	Total Processing Time
Total Facility (claim class 3,7)	1	0	0	00:00:45

NAVIGATOR FOR CLAIMS

→ Next Assignment Refresh ICN

Claims Manager

SAVE

Edit Operator ID: PricingOpsPricer1

Profile **Work** History

Routing

Organizational unit
BCBSM / Claims / Pricing Ops Claims **UPDATE**

Work Group
Pricing_Ops_Claims@BCS

Reports to **REPORTING STRUCTURE**

Skill

- Facility
- General
- MedicalReview
- Employee
- COB
- ReplacementClaims
- Professional
- MESSA

Workbasket

- Flexlink Facility Claims
- MESSA Professional Claim

Operator is available to receive work
 Get from workbaskets first
 Merge workbaskets

Scheduling

Time zone
America/New_York

Calendar
USDefault


Unavailable From To

Substitute operator type
Operator

Default to assignee

NAVIGATOR FOR CLAIMS → Next Assignment Claims

- Manage Return Reason Values**
Selection of link will allow user to manage delegated rule ReturnReason [EDIT](#)
- Manage Bulk Action Filter Properties**
Selection of link will allow user to manage delegated rule FiltersProperties [EDIT](#)
- Manage Claim Hold Reason Details**
Selection of link will allow user to manage delegated rule Claim Hold Reasons [EDIT](#)
- Restrict Workbaskets for Reassign**
Selection of link will allow user to manage Restricted Workbaskets for Bulk Actions [EDIT](#)
- Manage Performance Groups**
Determine if claim group number belongs to PG group [EDIT](#)
- Manage Service Level Agreements**
Get Workobject SLA [EDIT](#)

→ Next AssignmentLaurie J Davis

Manage Change

Displaying 10 of 16 items 1:2 Next

- Manage Employee Group Numbers for RN Claims**
Manage Employee Group Numbers for RN Claims EDIT
- Routing Criteria for FEP Workbaskets**
Allows to update the routing changes for workbaskets within FEP Workgroup EDIT
- Routing Criteria for Accumulators Workbaskets**
Allow users to update the routing criteria for Workbaskets within Accumulators Workgroup. EDIT
- Routing Criteria for AutoNational Workbaskets**
Allow users to update the routing criteria for Workbaskets within AutoNational Workgroup. EDIT
- Routing Criteria for BlueCard Home Workbaskets**
Allow users to update the routing criteria for Workbaskets within BlueCard Home Workgroup. EDIT

Coming Soon... Operational Analytics



New Insights. New Opportunities. More Value

- Extensive atomic business process transaction data
- Ad-hoc reporting and advanced analytics
- Quick answers to difficult business questions
 - *Which procedures generated 80% of the pended claim volume last quarter?*
 - *Which facilities are more likely to submit claims that pend than others and why?*
 - *Which values in which attributes on the claim make it more likely to pend than others?*
- Unlocking new performance improvement opportunities

Q & A