



PegaWorldiNspire

# How Molina A&G Implementation Kickstarted Digital Transformation

Anand Valunjkar and Balaji Subramaniyan  
Molina Healthcare



# Speakers



**Anand Valunjkar**

Director IT, Applications  
Molina Healthcare



**Balaji Subramaniyan**

Principle Engineer, Applications  
Molina Healthcare

# Our partnership: Molina, Cognizant and Pegasystems

The Power of One



America's top government health insurance and managed care provider

## Vision

Operational bottlenecks coupled with rapidly changing regulations

Needed to transform our Appeals and Grievance Platform



World's leading provider of Pega services for 23 Years and Molina's long-standing partner

## Execution

Deep understanding of Appeals and Grievance Process Automation with unmatched Pega expertise and services

Understood Molina's pain-points and proposed Pega on-cloud



Foremost platform for AI-driven Intelligent Automation and Customer Engagement

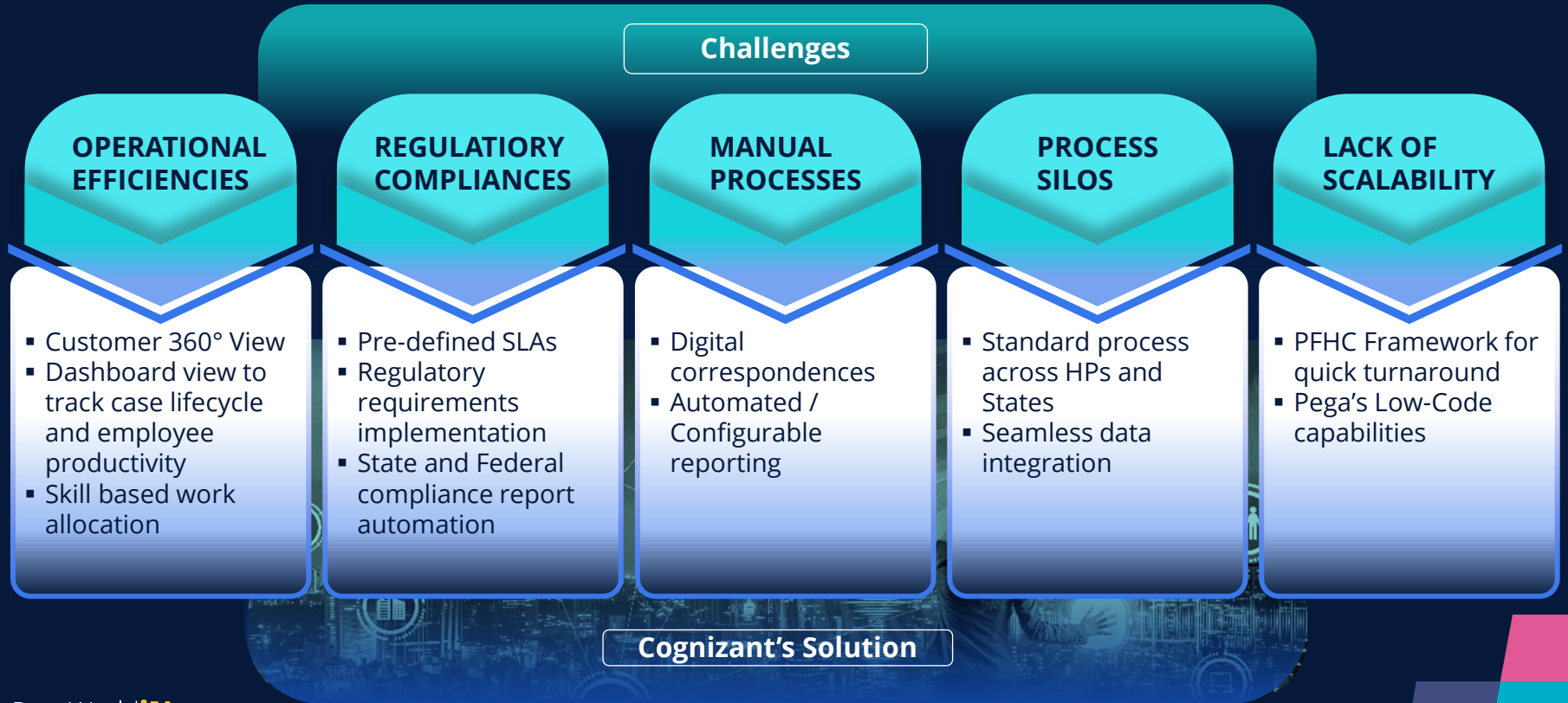
## Strength

Platform for an end-to-end and innovative digital transformation solution for Appeals and Grievances

Powered Low-code Automation Platform for a scalable solution

# Challenges faced by Molina in Appeals and Grievance...

...And how Cognizant's scalable and future ready solution helped Molina overcome challenges



# Molina's digital transformation Journey

Cloud powered metamorphosis of the legacy Appeals and Grievance processes leveraging Pega

## PLATFORM IDENTIFICATION

- Product demos
- Cognizant's DPA platform Evaluation framework

## ROLL OUT OF PEGA A&G APPLICATION

- Aggressive timeline (19 states, 1yr)
- Framework with base requirements

## COGNIZANT'S CONSULTING DRIVEN ENGAGEMENT

- Operational inefficiencies and compliance gaps
- Cloud-first approach
- Remediation suggestions

## DISCOVERY AND IDEATION

- Finalized future state landscape
- 2 states with broadest coverage
- Leveraged our Molina Appeals & Grievance market experience and Cognizant's Pega Center of Excellence

## IMPLEMENTATION ACROSS 19 US STATES

- 19 States production rollout
- Configurable business functionality
- Reporting, end-user experience

# Business impact

Faster time to market

**\$3+ Mn savings**  
(correspondence)

Scalability through automation

**100% adoption by business**

Ease of execution through standardization

**30% reduction in Case resolution time**

Ad-hoc Reporting

**30+ Business Specific Reports**  
(to aid decisions)

Enhanced User Experience

**> 1-week GTM for regulatory changes**  
(accelerated from 3 months)

# The journey ahead

Scaling towards enterprise-wide digital transformation with Pega and Cloud as the backbone

## Pega CoE

- Govern, design and implementation practices
- Ideation squad
- DevSecOps practices

## Security

- Enhanced security with model-driven architecture
- Network segmentation controls

## SLA Enhancement

- Scaling Pega A&G
- Disaster recovery setup between data centers
- Optimizing workflow automation and design



PEGA<sup>®</sup>

PegaWorld*i***N**spire