



PegaWorld

JUNE 7-9 | LAS VEGAS

PEGAWORLD.COM

Centene's Automation Revolution

From Manual Pain to Automation Gain



Table of Contents

Introduction to Centene

Problem Statement

Solution

High Level Flow

Achievements



Introduction to Centene



Who are we

Leader in government-sponsored healthcare, dedicated to transforming the health of the communities we serve, one person at a time.



Technology

Provides extraordinary value to our business and members using advanced technology and processes that surpasses expectations.



Key Terms and Definitions

Understanding the CenPAS ecosystem - three systems, one automation story

CenPAS Centene Process Automation System

Enterprise Management solution for Pended / Held Claims, Appeals & Correspondence - supporting over 50 Centene Products and Lines of Business.

BOPM Business Operations Process Management

Enterprise Business Operations Process Change Management tool for Business Ops processes and Inventory Management modifications.

CCON CenPAS Configuration Request

Request to modify strategic business rules - automated case routing, inventory management, skills assignment, and productivity standards monitoring within the enterprise inventory management platform.

Problem Statement

The SDLC for CenPAS configuration requests was breaking under its own weight

6-12+
WEEKS

through the full manual SDLC

per CenPAS configuration request

This was unsustainable.



Every change needed manual sign-off

Business approval required per CCON — no delegation, no automation, no exceptions



Demand was outpacing the team

Requests arrived faster than developers could work them — the backlog only grew



Process costs were too high to scale

Manual overhead made sustaining this approach economically unviable as CenPAS expanded

Solution: CenPAS Configuration Automation (CCA)

1 Quick Turn Around Time
As quick as Next Day

2 Reduced Operation Cost

3 Greater Customer Satisfaction

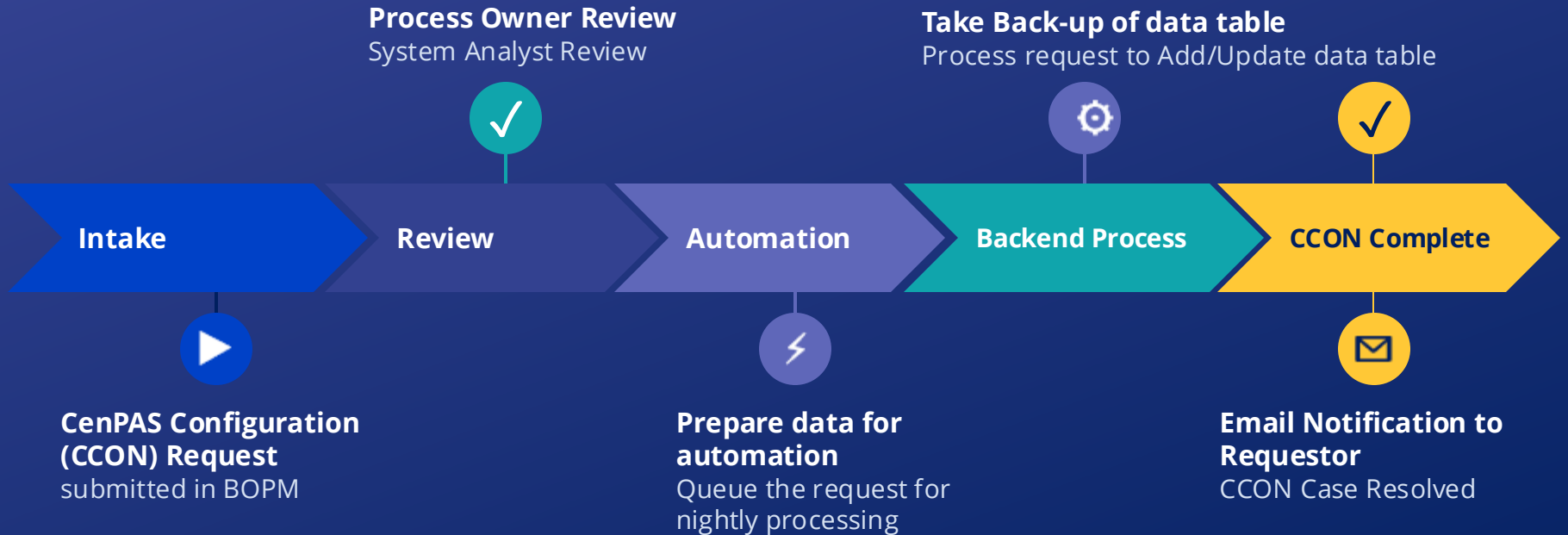
4 Higher Productivity

5 Intuitive User Interface

6 Improved Operational Efficiency

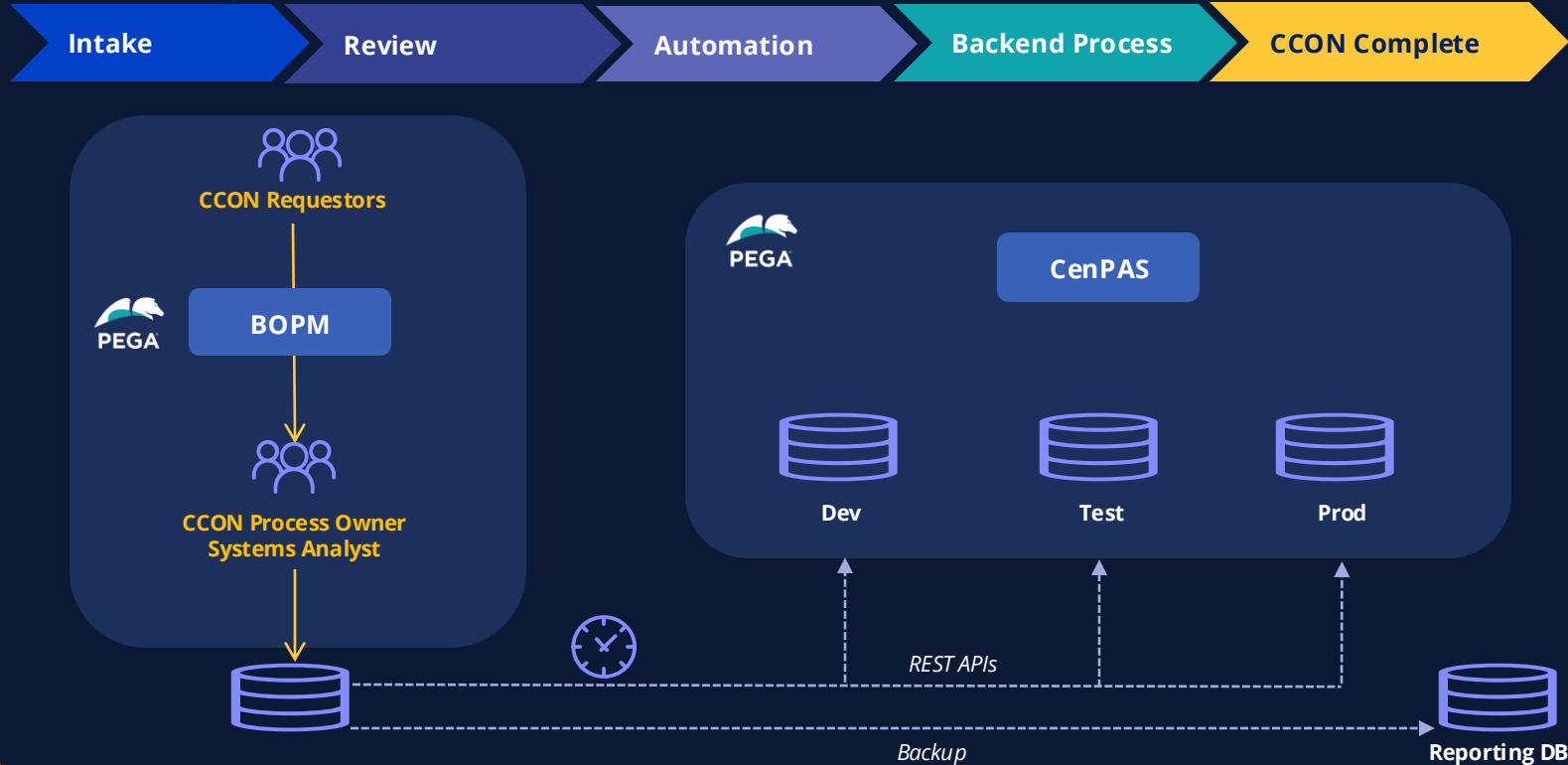
CenPAS Configuration Automation – High Level Flow

From CCON request to resolution — automated end to end



CCA – Automated Flow

End-to-End Automation from Request to Resolution



Achievements



> 15,000
Completed Transactions

1 Day TAT
(most requests)

Q&A





PegaWorld

JUNE 7-9 | LAS VEGAS

PEGAWORLD.COM

