

# Pega Foundation for Healthcare

Empowering clients to drive healthcare innovation and start building for change

Pega Foundation for Healthcare (PFHC) is the enterprise backbone for Pega's healthcare solutions, providing critical capabilities for the delivery of low-code, AI-powered decisioning, and automated workflows – all while accelerating outcomes for payers and providers. Leveraging RESTful APIs, including HL7 FHIR clinical resources and models, PFHC connects the healthcare enterprise, enabling clients to derive insights and take action on the overwhelming volume of available healthcare data needed to personalize care, at enterprise scale. PFHC provides a platform for rapid configuration and deployment of solutions that deliver productivity, drive growth, ensure compliance, and strengthen customer satisfaction.

At PFHC's core are reusable elements that enable customers to automate and optimize critical healthcare journeys, such as member and provider lifecycle management, claims processing, product development, benefit and service utilization, clinical care management, and member and provider complaint resolution.

## PFHC enables organizations to:

- **Optimize interoperability:** Integrate with critical sources of truth to accelerate access to care, support care innovation, and manage compliance across all applications.
- **Accelerate onboarding and management:** Efficiently configure and automate onboarding and servicing to eliminate inconsistent, error-prone manual processes.
- **Streamline complex complaint resolution:** AI workflows drive end-to-end member and provider appeals and grievances processes to support multi-level reviews and SLAs, as well as reporting to ensure regulatory compliance, customer confidence, and satisfaction.
- **Efficiently drive claim & benefit management.** Real-time claims entry, updates, and inquiries enable auto adjudication and exception handling. PFHC's data model supports code-driven benefit design and plan/benefit processes.

## Challenge

- Proliferation of healthcare data challenges organizations to identify and efficiently act on insights.
- Regulatory changes mandate streamlined processes to improve compliance and member experience.
- Control spiraling of healthcare costs through administrative efficiency.
- Fragmented data inhibits efficiency in all business processes and transactions.

## Solution

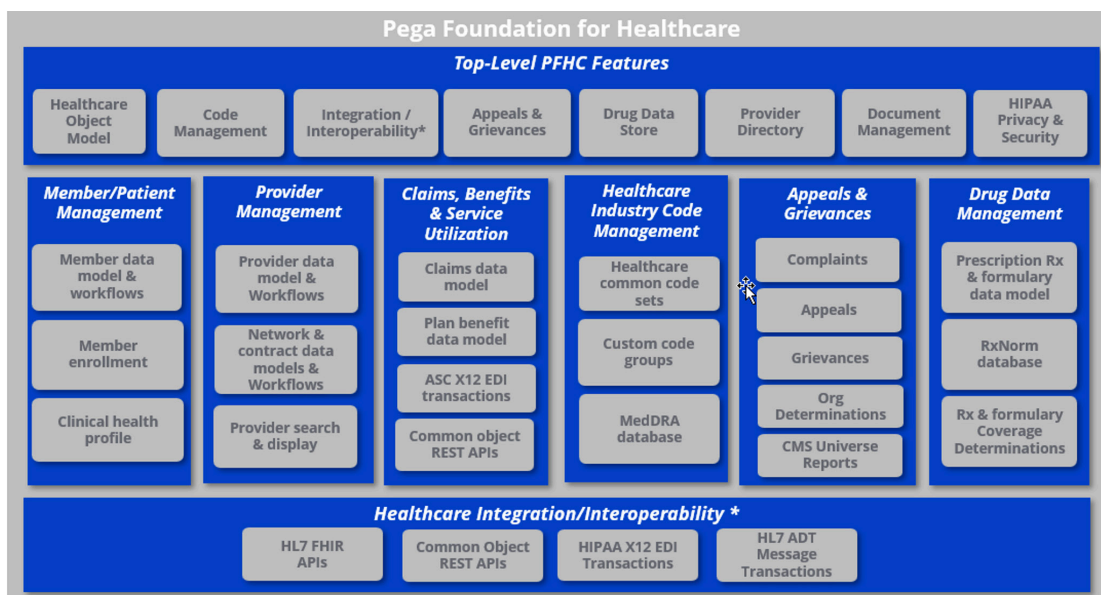
Low-code intelligently automated workflows help eliminate costly and error-prone processes, improving efficiency, customer experience, and satisfaction. PFHC's integration resources enable data exchange between important sources, like EHRs, optimizing interoperability, ensuring real-time access to information, and reducing barriers to quality care.

## What's included?

- **Enterprise data model:** PFHC's comprehensive data model represents all commonly referenced objects in the healthcare ecosystem, including members, plans, and policies, and providers, authorizations, and claims. These building blocks enable critical functions within the healthcare universe to operate consistently and seamlessly across the entire healthcare enterprise.
- **Integration:** PFHC's integration capabilities include multiple assets to drive healthcare interoperability. Pre-configured REST APIs fetch common objects like members, policies, and providers, enabling rapid deployment of all healthcare applications. PFHC's HL7 FHIR APIs enable compliance with evolving regulatory mandates for standardized data exchange and resources, such as HL7 ADT messaging and HIPAA-compliant X12 EDI files that support the standardized exchange of claims, enrollment, and encounter transaction data.
- **Code management:** PFHC provides the infrastructure to maintain industry-standard and non-standard healthcare code sets used by healthcare enterprise applications, including the ability to upload and maintain licensed code sets using pre-configured data tables. PFHC also includes the ability to create and maintain custom groupings of codes to drive workflows and business rules based on customers' unique business needs.
- **Complaint resolution:** PFHC's Appeals and Grievances provides end-to-end workflows and capabilities to manage complaints received from members, providers, and other interested parties. Case lifecycles support intake, clinical and administrative reviews, final disposition, and automated correspondence. SLAs drive automation and compliance, and report definitions support compliance with CMS universe reporting requirements.

## Pega's difference

- **Situational Layer Cake** enables customers to create standard processes across their enterprise, changing only what is different to meet business needs.
- **Data and integration:** Data virtualization eliminates the need for hard links to data sources, or point-to-point integrations, ensuring real-time interoperability.
- **Case management** defines separate steps and work independently, then runs them in parallel. Pega's low-code app studio enables the design of those stages and steps without coding.
- **Center-out™ business architecture:** Pega puts decisions and workflows at the center of the enterprise to be used across all channels without needing to build logic in every front end.



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## About Pegasystems

Pega provides a powerful low-code platform that empowers the world's leading enterprises to Build for Change®. Clients use our AI-powered decisioning and workflow automation to solve their most pressing business challenges – from personalizing engagement to automating service to streamlining operations. Since 1983, we've built our scalable and flexible architecture to help enterprises meet today's customer demands while continuously transforming for tomorrow.

For more information, please visit us at [pega.com](https://pega.com)

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