



PegaWorldiNspire

Session Title: Next-Gen Unified Utilization Management Platform

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Infosys



TO AMPLIFY HUMAN POTENTIAL AND CREATE THE NEXT OPPORTUNITY FOR PEOPLE, BUSINESSES AND COMMUNITIES

\$17.94 Bn

Group Revenue (USD)

40+

Years of Service

62.9%

Revenue from Digital

50+

Countries Served

DIVERSITY & ESG

39%

Women in the Workforce

22%

Women in Boards

156

Nationalities



RANKED #1

among top 100 listed companies in India for receiving the highest score on ESG by Stakeholders Empowerment Services (SES)

Infosys Healthcare Practice



7%
of overall revenue



10,000+
Healthcare Experts



3000+
AHIP certified employees



40+
Healthcare Clients

AVASANT

Leader

Payer Digital Services, 2022



Leader

ISG Provider Lens™ Quadrant study on 'Healthcare Digital Services 2022



Horizon 2

HFS Horizons Healthcare Payer Service Providers 2022



Leader

Healthcare Payer Digital Services PEAK Matrix™, 2022

5 of the top 5 Healthcare payers in US

3 of the top 5 Medicaid MCOs

3 of the top 5 PBMs

Healthcare Payers

Blues

Providers

PBM & HC product

Healthcare Products

INFOSYS LOW CODE PRACTICE

175+

Low Code programs implemented

16+

Year practice across domains

80000+

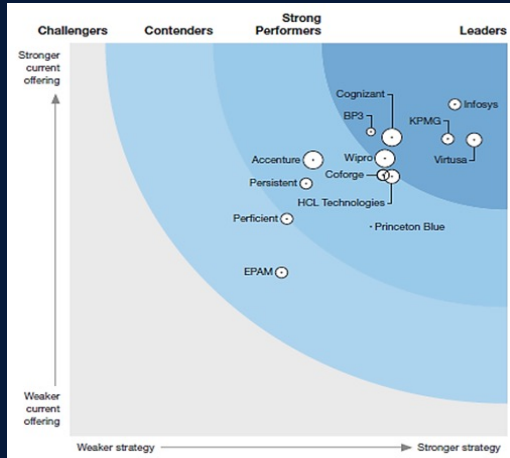
Person years of experience



Highest level Global Partnerships



20+ Partner Awards



Global Elite Pega Partner



~7000

Low Code Practice Strength



Industry Solutions
Healthcare in a Box / Digitized Provider Credentialing

Technical Solutions
DYOA / Fast App / BIAB / DMF / Dev Assist

Low Code FLUIDITY Architecture Workbench

80+

Tools, IPs, and Accelerators for Delivery Standardization and Excellence



19+

Process & Design Studios

Exclusive HX Offering



Carter.

WONGDOODY®

300+

Pega Transformation Programs Implemented



15+

Pega Tools and Accelerators



25+

Thought Leadership – Tech Compass, Tech Gravity, Hyper Automation Workbench

FORRESTER

Infossys is the Undisputed LEADER in Forrester Digital Process Automation Wave™ 2020

Automation is Proving to be Essential in Healthcare



90%

Healthcare Organizations
have automation strategy
in place



66%

Organizations are
familiar with Robotic
Process Automation
(RPA)



34%

Healthcare Organizations have
implemented automation Solutions

HX

Member, Patient, Provider,
Associate, Pharmacist

EXPERIENCE

Ways of Working

EFFICIENCY

EFFECTIVENESS

Data

PrX

Utilization Management, Care Management

Over Treatment **Manual Processes**

Patient Dissatisfaction

**Cost
burdens**

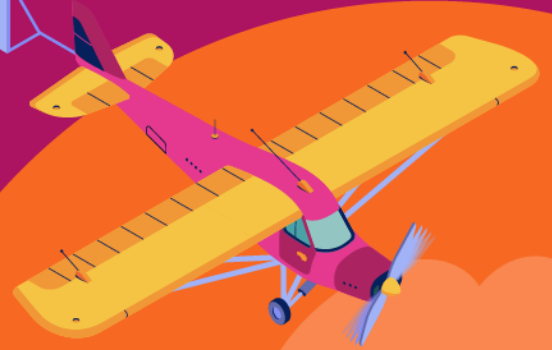
Legacy applications

High Turnaround
Data entry errors

Disparate Systems

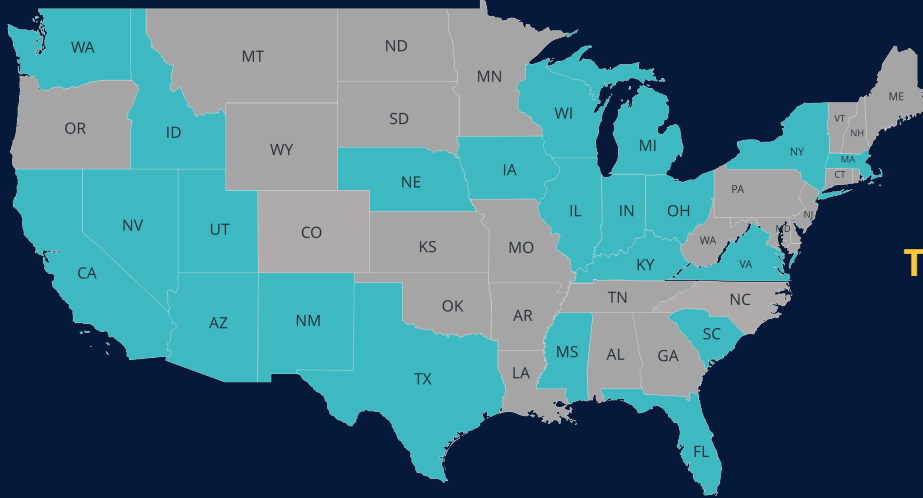
Molina Healthcare, Inc.

PegaWorld*iN*spire



Molina Healthcare

Our Business Overview



Total Revenue of **\$31.9** billion (2022)

Top 5 Player in Medicaid Managed Care Market

15,000 Employees Strong

Over 5 Million Members Served under 4 Segments

Services Across **22 States**

Achievements/Recognitions

Ranked 125th on the Fortune 500 list of the largest US corporation by revenue in 2022

Accredited under Health Equity Accreditation Plus program in 2022

Gold Stevie Award for Molina Market Place website in 2021 for best use of technology in sales

Molina Healthcare

Our Mission, Vision and Lines of Business

Mission: We improve the health and lives of our members by delivering high-quality healthcare

Vision: We will distinguish ourselves as the low-cost, most effective and reliable health plan delivering government-sponsored care

Medicaid

- Temporary Assistance for Needy Families (TANF)
- Medicaid Aged, Blind or Disabled (ABD)
- Children's Health Insurance Program (CHIP)
- Medicaid Expansion
- Long-Term Services and Supports (LTSS)

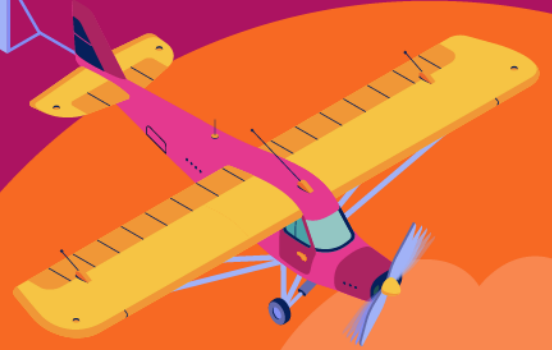
Medicare

- Medicare Advantage-Part D (MAPD)
- Dual Eligible Special Needs Plan (D-SNP)
- Fully-Integrated Dual Special Needs Plans (FIDE)
- Medicare-Medicaid Plans (MMP)

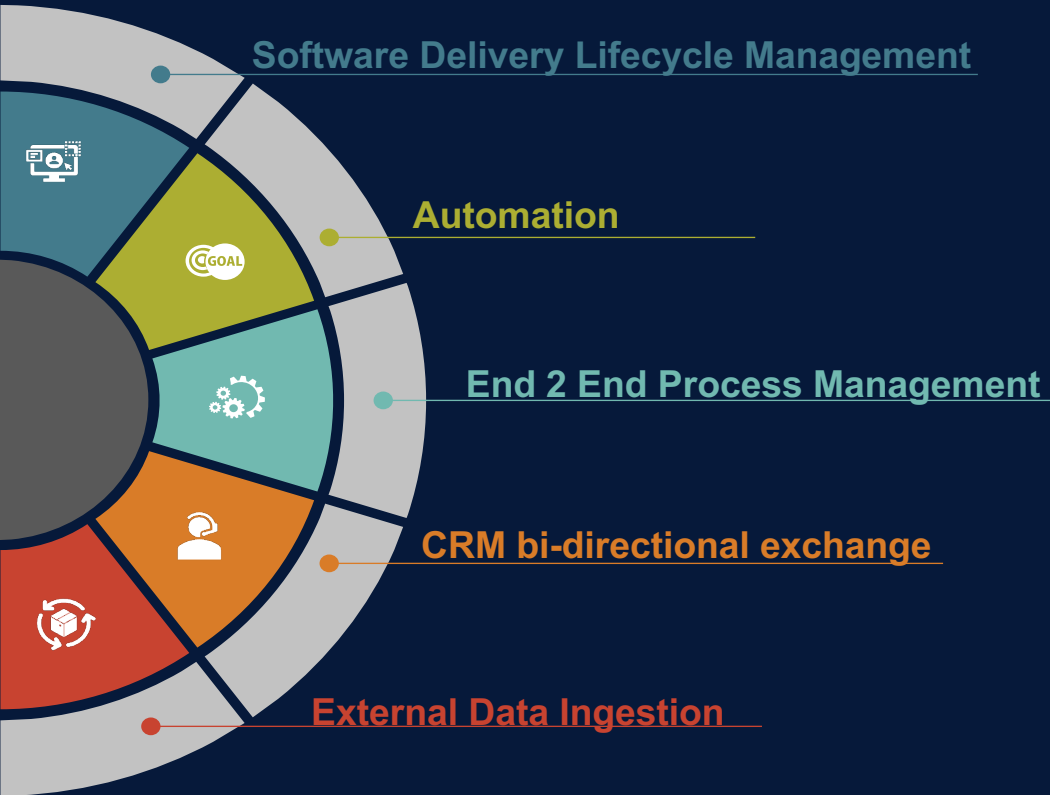
Marketplace

- Platinum, Gold, Silver or Bronze Tier Plans
- Plans listed in Federally Facilitated Marketplace (FFM) and the State Based Marketplace (SBM)

Utilization Management (UM) Transformation at Molina



UM Transformation: A Strong Business Need for Molina



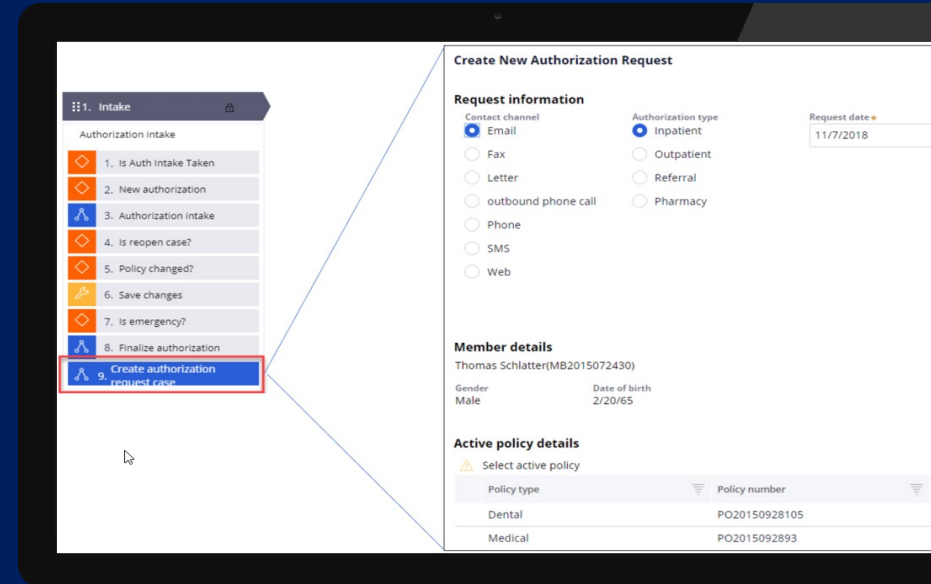
- ▶ Lack of bi-directional communication between systems
- ▶ Heavy Fax dependent & manual process
- ▶ Cumbersome system, swivel chair
- ▶ Inconsistent adherence to Standardization
- ▶ Custom solutions by Market
- ▶ Intensive in person training due to custom solutions
- ▶ Lack of automation in key validation steps during decisioning process
- ▶ Weak Management/workforce tool capabilities
- ▶ Limited feedback loop on E2E process
- ▶ Manual Audit burden
- ▶ Manual Monitoring tools to identify bottlenecks/process opportunities
- ▶ Great Reset (Pandemic)

A strong business case for automating and transforming the existing utilization management process

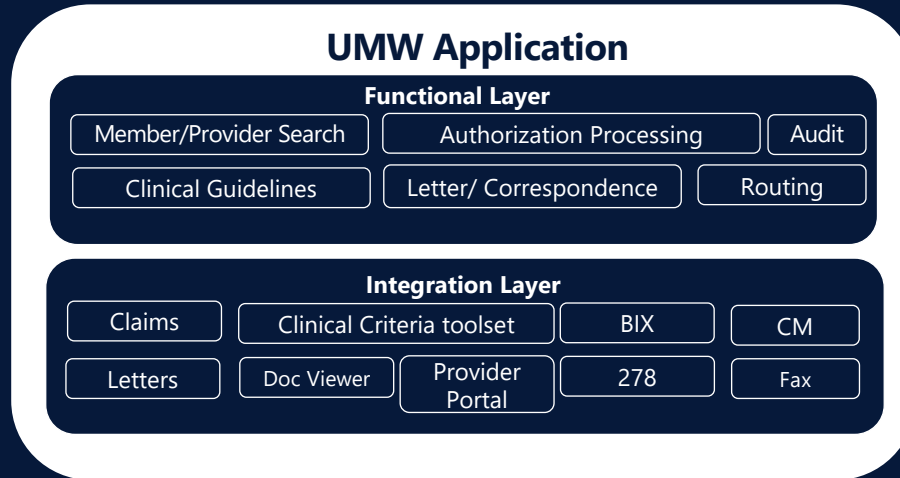
Why Pega

A SINGLE PANE OF GLASS

- Administrative Cost benefits through automation of manually intensive workflows.
- Reduction of Swivel Chair
- Strengthen adherence to standard process yielding improved productivity and oversight capabilities.
- Member & Provider experience: Faster Authorization decisioning process.



A High-level View of Care Management Application



The Pega stack provides reusable configuration that can be leveraged throughout the workflow.

Pega Care Management Framework

Molina Enterprise Framework (Org. level reusable components)

PEGA HealthCare Industrial Foundation (HCIF v8.4)

PEGA Platform Stack (v8.4)

PEGA UM – Implementation Journey

Pilot State

- Start with a willing stakeholder
- Proof of Concept → Production
- Plan for disruption → Change Management
- Retrospectives- Learn & Apply
- Define your stakeholders

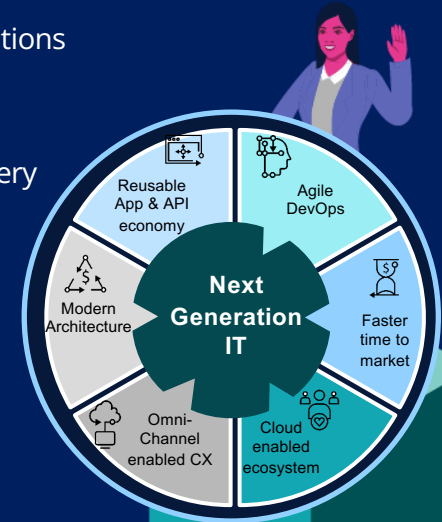
Full Launch

- Pega Catalyst- Ideation & Innovation
- Build in-house knowledgebase- Pega certifications
- Schedule & Scope Governance
- Benefits Realization
- Retrospective- inform roadmap
- Continuous Improvement - Continuous Delivery



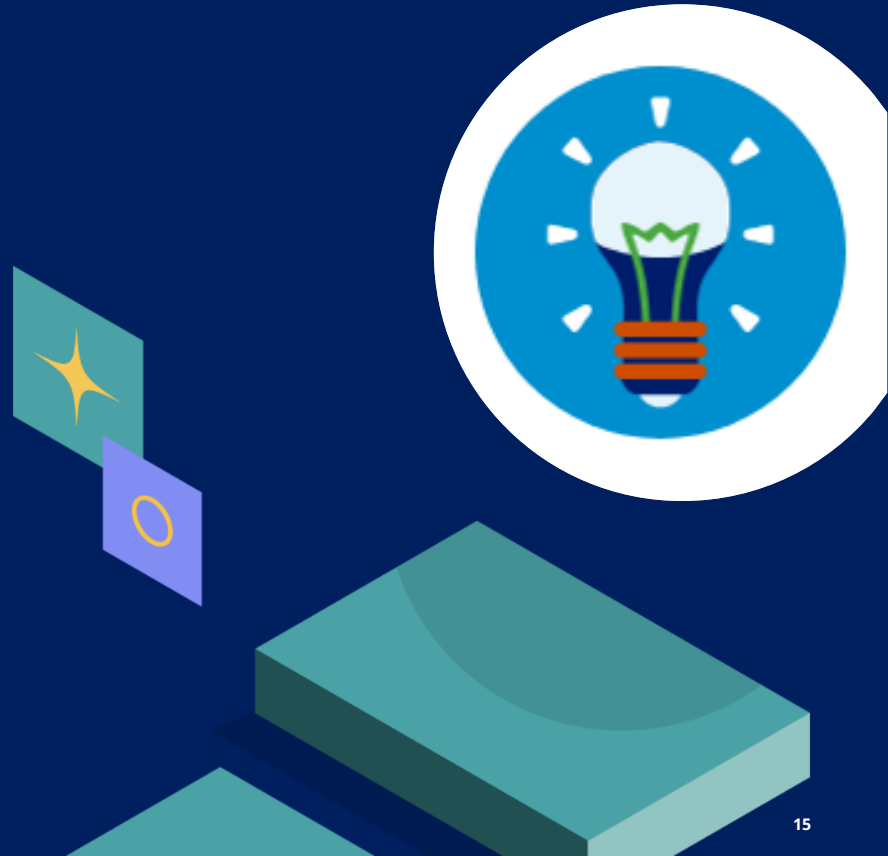
Roll out

- Requirements Traceability
- Release in Groups- diverse market deployments
- Retrospectives- Learn & Apply
- Pega Catalyst- Ideation & Innovation
- Pega Health Check- Guardrail Score & Performance
- Benefits Realization

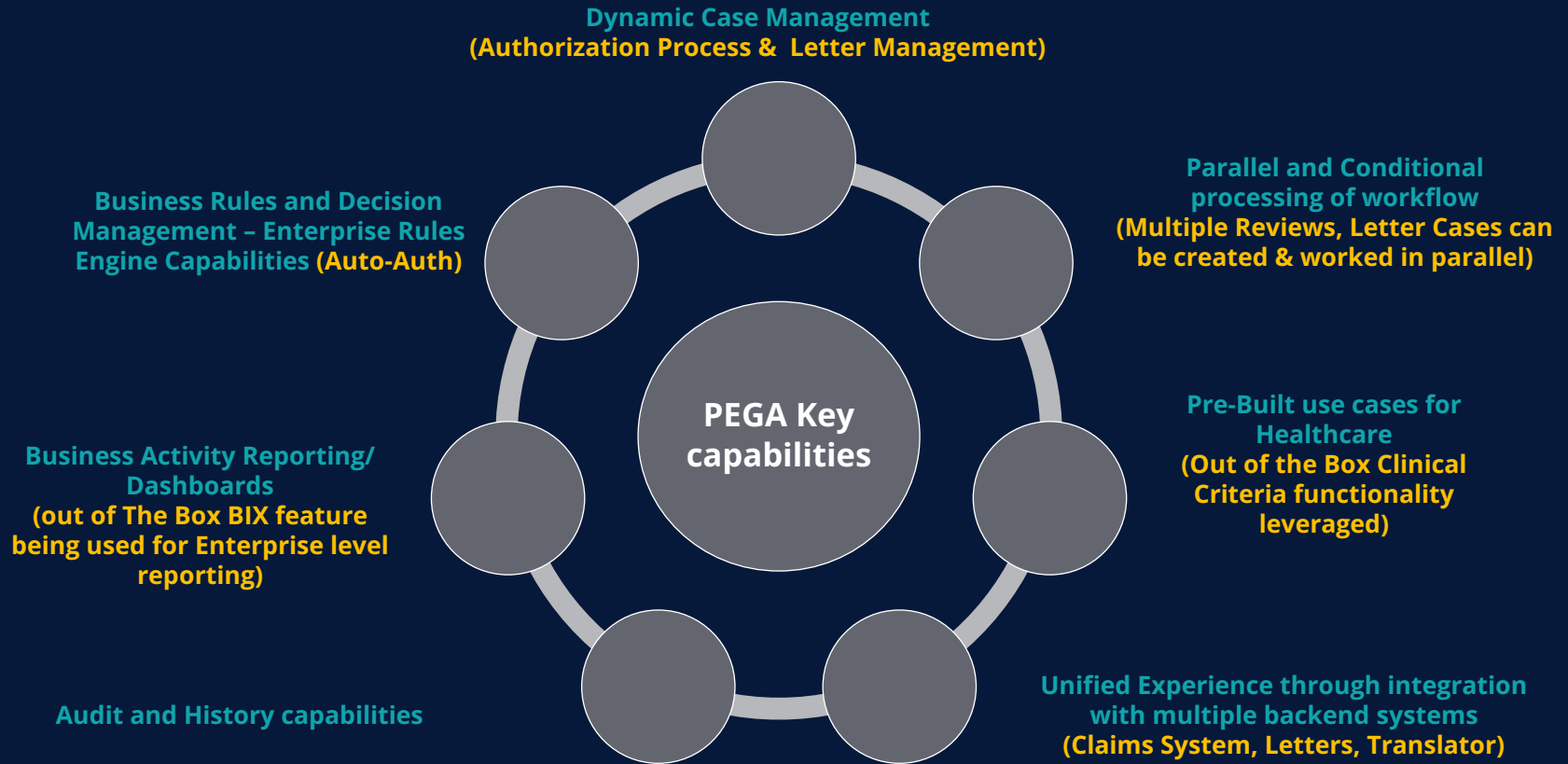


Best Practices from Program Engagement Perspective

- Roadmap – End Goal
- This is not a 12-month process!!!
- Start with People/Process
- Standardize current processes first!
- Robust Business Requirements Traceability
- Change Management/Strong Governance
- Strong IT Partnership and Capabilities



PEGA's Platform was the Ideal Choice



Best Practices from Technology Perspective



A Digital-First Approach

- A combination of HX and PRx principles for a digital first approach
- Leveraging OOTB features for enabling digital automation



Fostering reduction in cycle time

- Enabling Agile & parallel development approach for releases using Pega capabilities of Branching & Merging



Code development & review

- Best Practices all along with tight governance- Deploying a LSA for review & ensuring deployment as per Molina's standards
- Enhancement of guardrail score using Pega recommended guidelines/ best practices



Delivering code sanity on cloud

- Adoption of Azure DevOps deployment model to ensure code sanity
- Close working with Azure Infra teams



Ensured Adherence & compliance

- Adhered to the prescribed change management practices
- Strong collaboration and governance is key for compliance

Thank You

