



Pega Collaborative  
Healthcare Summit  
2017

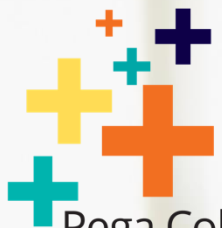


# The 7<sup>th</sup> Annual Pega Collaborative Healthcare Summit

The Future of Health is Everyone's Business

October 1-3, 2017  
Westin Copley Place Boston





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## For Utilization Management (4UM)

From provider to patient ... efficient, compliant, and complete

Jill Weber | VP, Health Management and Consumer Experience



## Business Proposition

Build or buy a flexible, automated utilization management work-flow capability that can respond to changes in regulatory and medical policy, and serve pharmacy and medical for all lines of business (commercial, Medicare, Medicaid)

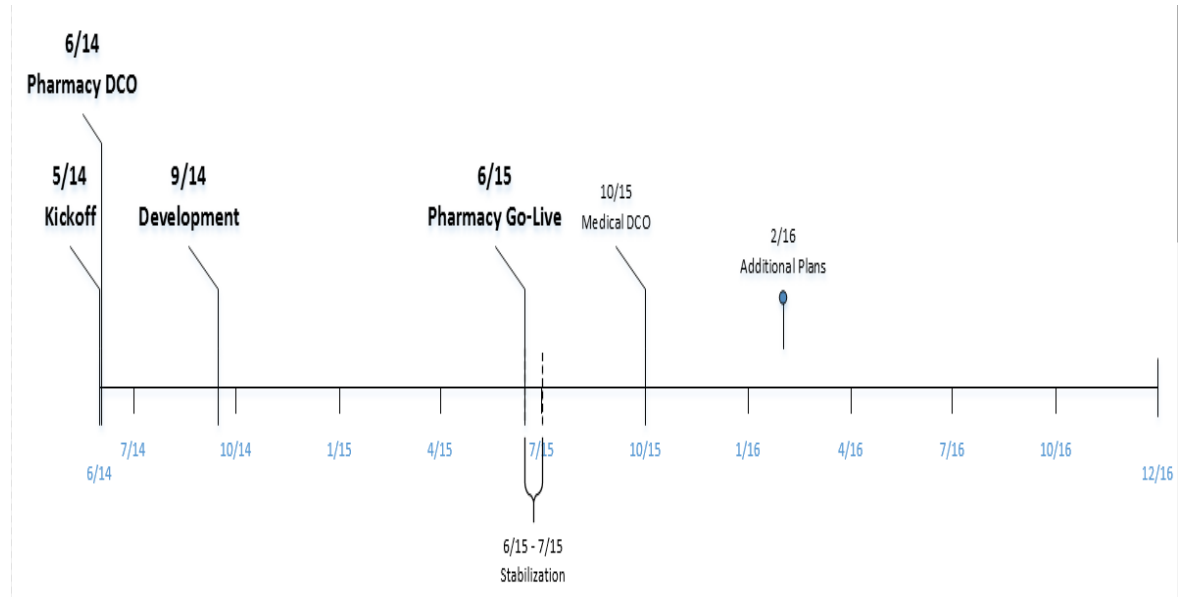
## Business-Driven Industry Assessment

- Nine leading UM packages were assessed
- Business sponsor was VP, Utilization Management Operations
- Standard RFP assessment process



# Development Process

- DCO sessions for Pharmacy were started in mid-2014
- Development commenced in the 3Q14
- All intake channels (phone, fax, and provider portal)
- Integration with the following:
  - Provider Portal (Surveys)
  - Fax
  - Pharmacy Benefit Manager (PBM)
  - Evidence-Based Tools
  - Automated Letter Generation
  - Automated Authorizations to Claims
- Agile development methodology



# From a Clinical Service Representative Perspective

- Automated input
- Fewer mistakes and less re-work
- Transitioned from data entry to relationship building
- Skilling is based on volume and work type
- Responsiveness to demand



# From a Care Manager Perspective

- Work served based on priority
- Data at their fingertips
- Dynamic work flow based on request type
- SLAs help enforce compliance



# From a Pharmacy/Medical Director Perspective

- Medical directors prefer to choose their own cases
- Change management is key
- Optimize medical director experience
- Auto-authorization is important

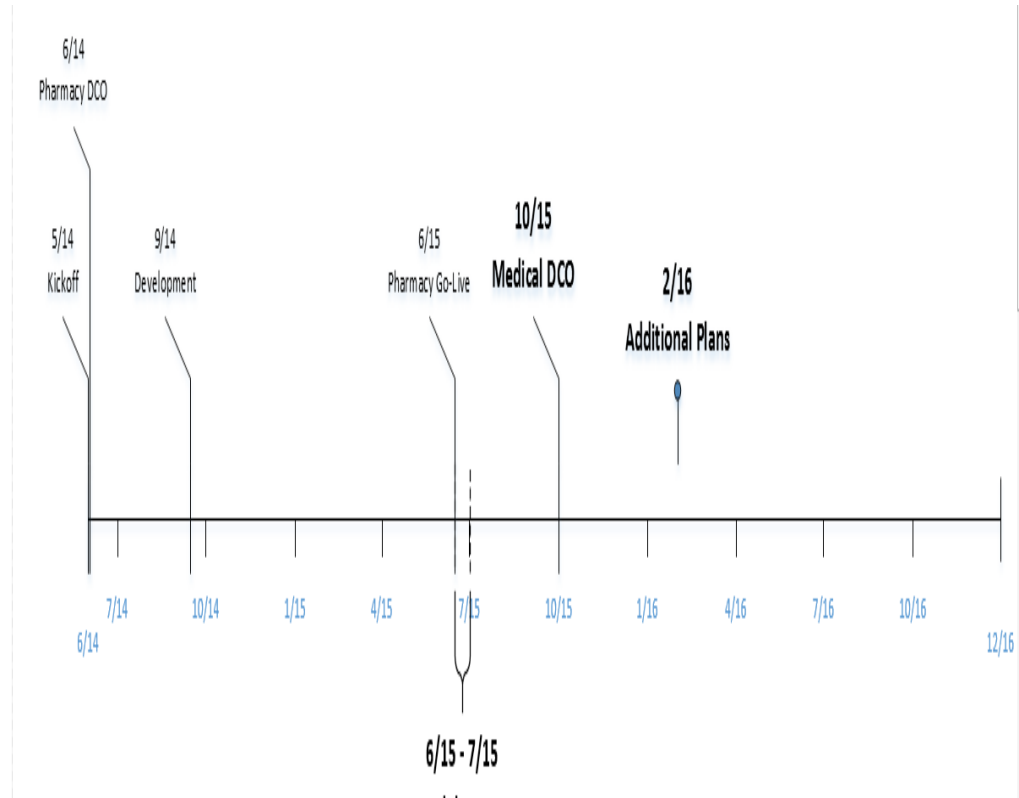


# Pharmacy Go-Live 2Q15

- 4-6 weeks to stabilize

# Medical Development 3Q15

- HMHS evolved into an integrated health insurance processing platform
- All future product development to be built for multi-tenant capability
- DCO started for a single health plan in late 2015
- Three additional health plans added to the development scope in 2016
- Medical expansion includes Medicaid business





# Synergies Across Plans

- Inventory management capabilities and real-time dashboards
- Skilling
- Audit history
- Reporting functions
- Client management and market segmentation of work

# Operational Readiness Approach

- **Identify Super Users**
- Start communications well in advance of go-live
- Use the sprint reviews to introduce change
- Training, cheat sheets, desk level procedures
- **Practice is key**

# By the Numbers\*

**3,000+**  
Daily Letter Count

**1,000+**  
Provider Portal Locations

**32,000+**  
Total Rules

**8**  
Total Delegated Entities

\*As of August 31, 2017



	Users with Full Access	Read-only Users
<b>TOTAL</b>	<b>1,020</b>	<b>3,450</b>

## What We Learned

- Don't underestimate the need for or amount of organizational change management
  - Trusting "get next work" is hard
  - DCO sessions did not cover all the scenarios
  - Take into account user variability
  - Plan on building additional reporting
  - Build and utilize automated test scripts
  - Adapt sprint review process
- Identify Super Users early
  - UAT by Super Users; led to few surprises when they went live
  - War room for go-live
  - Plan and staff up for go-live
  - Plan for daily auditing

# Q&A



Thank you!





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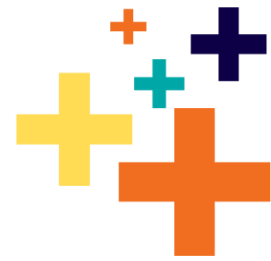


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MONDAY OCTOBER 2, 2017 | **AGENDA**

3:30 PM - 4:00 PM	NETWORKING BREAK	AMERICA BALLROOM
4:00 PM- 5:15 PM	<p><b>Personal Perspective: A Vision for Collaboration in Patient Care</b> <b>David deMilo</b>   Distinguished Engineer, IT, <b>Cisco</b></p> <p><b>Afternoon Keynote: Next Generation Provider Lifecycle Management</b> <b>Murtuza Mukadam</b>   Vice President, Healthcare Solutions, <b>Virtusa</b></p> <p><b>Customer Keynote: The Next Frontier in Personalized Health</b> <b>Liat Ben-Zur</b>   Senior Vice President, Connected Programs, <b>Philips</b></p>	
5:30 PM- 7:00 PM	RECEPTION IN TECHNOLOGY PAVILION	







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