

Monitoring Integrated Health Model Groups



Overview

For one of our client- A leading US based Health Care Company, managing its customers data is a huge task.

Services critical for patient care, requires correct information in downstream systems and creates monumental challenges for Healthcare provider to manage the member information in source and downstream systems.

Problem Statement

In order to make membership in sync and proactively to reduce the issues,



number of tickets logged, customer escalations, H&W Triage team used to identify the groups at source level, group level & state level. Once identified, they used to generate a report manually and compare the counts in three different downstream systems. After generating

report, team has to analyze the report and look for discrepancies, if any.

Amount of discrepancy was increasing very rapidly with each load to downstream systems, causing customer escalations in all the downstream systems. Any discrepancy in membership counts between source and downstream systems can diminish services provided to member and also effects claims system.

Once any discrepancy has been identified, team has to remove those discrepancies by working closely with Source systems, DBA-Team, Downstream teams & different IT teams.

Analysis of Alternatives

To fix the existing discrepancy between source systems and downstream systems below were the options considered:

Option 1: Manually checking of all the groups having more than 5000 members in all the source systems separately.

Option 2: Manually checking only IHM groups from all the source systems together.

Option 3: Automating the process of manually checking & comparing of groups in Source & Downstream systems.



Recommended Solutions

Integrated Health Model Groups (IHM Groups) are the high priority critical groups for a leading US based Health Care Company and membership data needs to be in sync between source and downstream systems & Manually identifying, comparing & monitoring the huge membership count for all the different Source Systems every week was an enormous & time consuming task for team. Looking at the criticality of IHM Groups and our commitment to resolve any issue of IHM Groups in 10 business days, **Client** opted for the combination of **Option 2 & Option 3**





Implementation

After getting necessary approvals from client, team started automating the manual process of Identifying, checking & Comparing IHM Groups details in Source, downstream systems and generating report based on mathematical formulas via SSIS package.

IHM Group Analysis SSIS package was successfully implemented and team is using this package from Aug'2016



Business Value

- Heled in identifying group level issue at a very early stage.
 - Source and downstream systems became more stable.
 - No manual effort needed to generate report.
- 4 * 40 work hours saved every month
 - Number of critical issues decreased.
 - This approach was reused with minimum changes in other areas where we have to Identify & compare group membership.

Client Feedback

“Great job!! Process, documentation, and the code are just right on target☺”