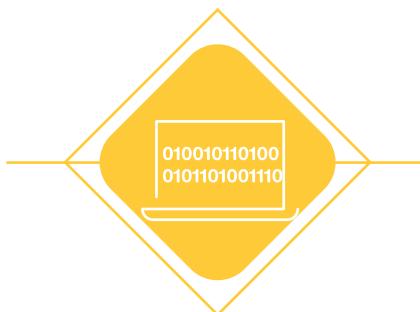# Medicare Advantage Benefit Configuration and Testing Services

The overall bidding process for Medicare Advantage (MA) business allows very little time for companies to introduce changes in health plan benefits and payment structure, configure those in the system, and then critically test the business application and underlying infrastructure. These changes along with requisite testing need to be completed in a four-month period after the bid approval by CMS. At the same time, the changes need to be reflected in multiple systems, which include enrollment systems, an insurance marketplace platform (insurance exchanges), a core administration system, and reporting systems.

Launching of new plans further stretches the existing resources, leading to the dilution of focus during the testing phase. This results in a compromise with compliance, an increase in A&G, and finally, has an undesirable effect on the star ratings.

People matter, results count.

Capgemini's Solution

We leverage our IT and testing excellence to offer a solution that can address the above challenges. The solution consists of two components, technology and business.
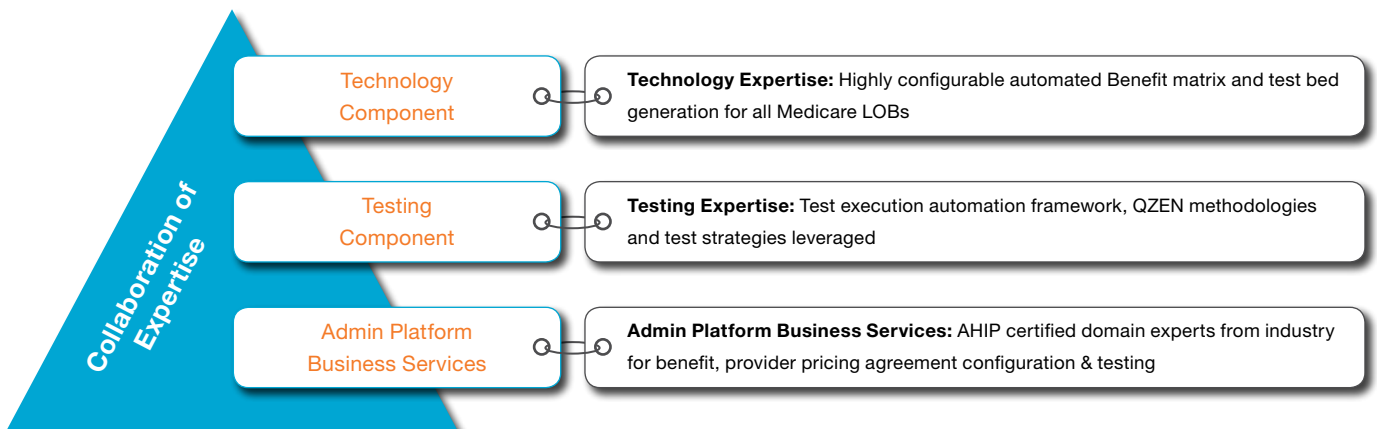
The Technology Component

This component brings efficiency, reusability, and productivity improvements through the following features:

- **Ease of configuration:** The business user and business analyst can quickly configure changes to generate test beds in a format that is predefined and easy-to-understand
- **High configurability:** This allows companies to define the test case numbering format and the number of positive and negative test cases to be generated
- Mapping the procedure code, diagnosis code and other relevant parameters allows the end user to generate a test bed without difficulty
- **Reusability:** Once configured, the data can be used to generate the test bed and benefit matrix multiple times as required by the business user. The benefit matrix assists the benefit configurator specialists through product configuration and core administration planning
- Technology component includes Capgemini tools and framework

The Business Component

This component is comprised of:

- Medicare Advantage AHIP certified domain experts
- Highly experienced benefit configurators and testers
- A highly experienced configurator for agreement pricing contracts (for the provider)
- Readily available artifacts such as test beds, industry best practices and test strategies
- A ready test execution automation framework which can be customized and adapted for any Medicare admin platform

Collaboration of Expertise

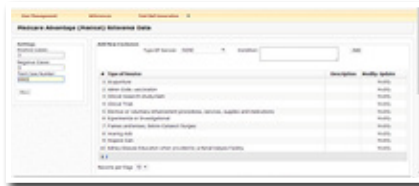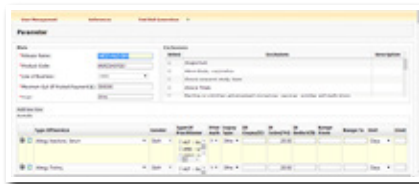|	
Technology Component	**Technology Expertise:** Highly configurable automated Benefit matrix and test bed generation for all Medicare LOBs
Testing Component	**Testing Expertise:** Test execution automation framework, QZEN methodologies and test strategies leveraged
Admin Platform Business Services	**Admin Platform Business Services:** AHIP certified domain experts from industry for benefit, provider pricing agreement configuration & testing

Key Solution Modules

User Login:

- An extremely secured and HIPAA compliant solution
- Role-Based security with configurable roles as per client-specific requirement
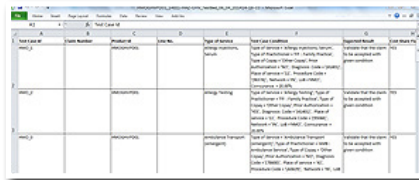
Reference Data configuration:

- Test case number generation based upon user parameters
- Positive and negative test cases generation based upon user parameters

Plan Configuration:

- Intuitive GUI to enable the business users or an analyst to easily configure plan benefits
- Capgemini provided metadata for type of services and other user selections

Generated Test Bed:

- User friendly format to capture test result and test evidence
- Separation of the test generated output to maintain differentiation in medical and hospital cases

Capgemini Value Proposition

Capgemini delivers the following valuable benefits to its customers:
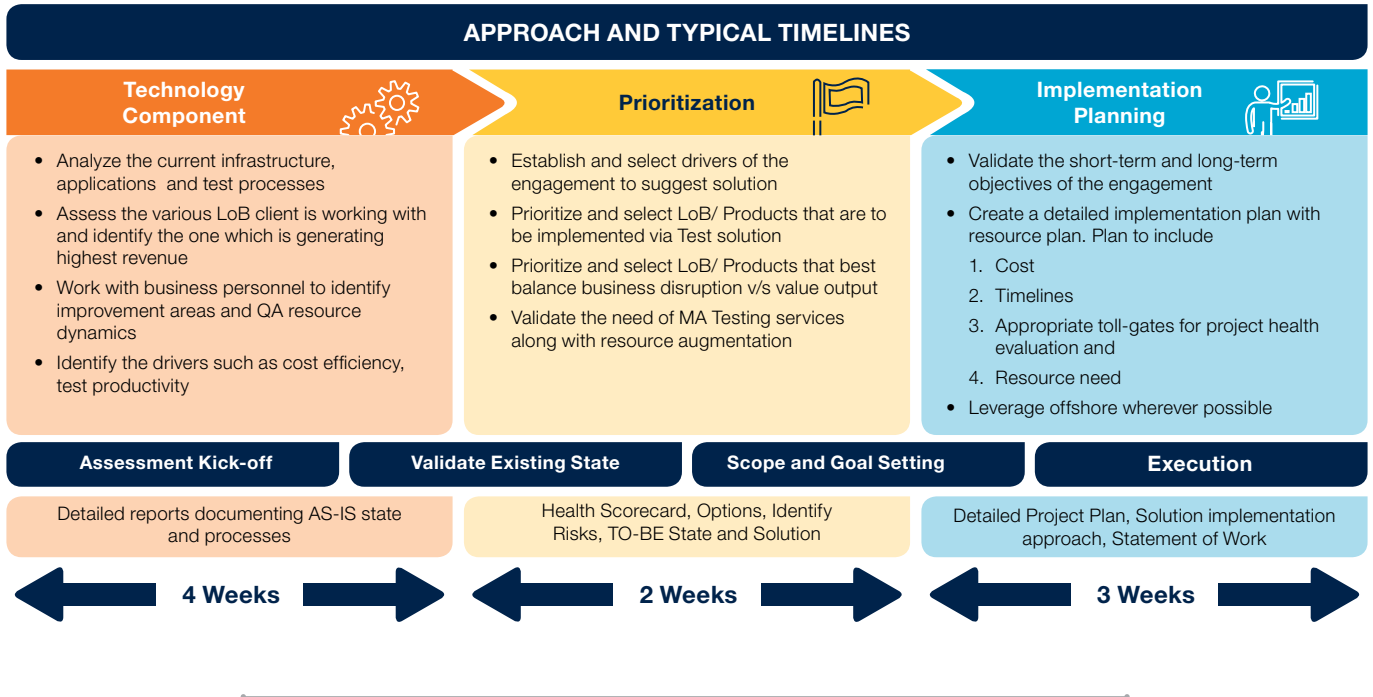
- Reduced cost and high efficiency resulting from greater automation in test design and execution phases
- High test coverage
- Faster time-to-market for new plan launches
- Controlled IT budget due to reduced number of defects in the post-production environment
- Higher customer (patient and provider) satisfaction due to accurate claim calculations and payments

Capgemini's Engagement Model

Capgemini works with our valued clients across the various phases of our projects. We employ engagements models such as the one below or work with customers to define a mutually beneficial partnership that can result in long-term benefits.

APPROACH AND TYPICAL TIMELINES

Technology Component
- Analyze the current infrastructure, applications and test processes
- Assess the various LoB client is working with and identify the one which is generating highest revenue
- Work with business personnel to identify improvement areas and QA resource dynamics
- Identify the drivers such as cost efficiency, test productivity

Prioritization
- Establish and select drivers of the engagement to suggest solution
- Prioritize and select LoB/ Products that are to be implemented via Test solution
- Prioritize and select LoB/ Products that best balance business disruption v/s value output
- Validate the need of MA Testing services along with resource augmentation

Implementation Planning
- Validate the short-term and long-term objectives of the engagement
- Create a detailed implementation plan with resource plan. Plan to include
  1. Cost
  2. Timelines
  3. Appropriate toll-gates for project health evaluation and
  4. Resource need
- Leverage offshore wherever possible

Assessment Kick-off	Validate Existing State	Scope and Goal Setting	Execution
Detailed reports documenting AS-IS state and processes	Health Scorecard, Options, Identify Risks, TO-BE State and Solution		Detailed Project Plan, Solution implementation approach, Statement of Work

4 Weeks   **2 Weeks**   **3 Weeks**

About Capgemini

With 180,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2014 global revenues of EUR 10.573 billion.

Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness.

A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

Learn more about us at
www.capgemini.com

For more information,
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insurance@capgemini.com
or visit us at
www.capgemini.com/insurance.

People matter, results count.