

Healthcare Payer Industry Framework

Pegasystems' industry framework for healthcare payers provides a best-practice foundation for the rapid creation of agile, personalized SmartBPM® solutions

Challenges

Pegasystems' Healthcare Payer Industry Framework addresses the significant challenges faced by payers today:

- ▶ Frequently changing regulatory requirements
- ▶ Ongoing market consolidation and competition
- ▶ New medical and administrative technologies used by their various market partners
- ▶ Customer demands for new products, more information, and greater access

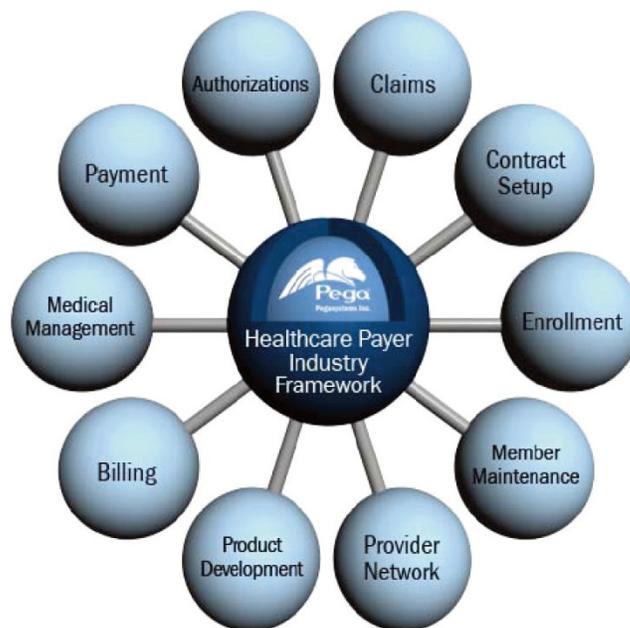
The Solution

The Healthcare Payer Industry Framework delivers work templates, data structures, solution-design models, and HIPAA components that accelerate the development of a wide range of multi-channel healthcare solutions. The Framework provides payer organizations foundational elements to quickly build both customer-facing and internal applications that extend the capabilities of their existing systems, maximize human performance, and exploit new market opportunities in a fraction of the time required with traditional development environments.

Healthcare payer organizations face a unique combination of complex challenges, from increasing competition to changing industry practices to the complexities of administering member benefits. They need to offer new products, protect and grow membership, improve operating efficiency, increase partner collaboration and ensure regulatory compliance. Increasingly, healthcare payers turn to information technology to find new ways of managing complex change. Pegasystems' rules-driven Business Process Management (BPM) solutions rapidly deliver agility and flexibility to organizations, allowing them to exceed management goals and quality expectations.

Built on Pegasystems' award winning SmartBPM® platform, the Healthcare Payer Industry Framework provides payers with the foundation for rapidly deploying solutions across their organizations. The Framework delivers core, reusable elements to automate and optimize key business processes, such as billing, enrollment, provider contracting, new product development and authorization management. The Framework offers payers new opportunities for providing value to the healthcare ecosystem by driving growth, productivity and compliance.

Pegasystems' Healthcare Payer Industry Framework accelerates the development of critical customer-facing and internal SmartBPM solutions for healthcare organizations.



Key Functionality

The Healthcare Payer Industry Framework builds upon the robust functionality within Pegasystems' award-winning SmartBPM® Suite by providing key components needed to develop a broad range of powerful healthcare applications:

- ▶ **HIPAA Components:** includes pre-configured HIPAA compliant data structures, properties, and methods that can be easily leveraged to create quick-win solutions. Sample HIPAA X12 intake transactions can be easily extended to other transaction sets.
- ▶ **Work Templates:** consisting of case definitions and process flows for a range of healthcare activities, including:
 - Eligibility Request & Review
 - Claim Search & Review
 - Member and Provider Profile Updates
- ▶ **Solution-Design Models:** includes robust design models highlighting reusable, service-oriented processing and decisioning objects — including organizational units, work parties, user portals and screens, and integration points — for rapid, enterprise-wide, multi-application deployments. Targeted at such areas as:
 - Medical Authorization Request Management
 - Guided Application Submission and Member Enrollment Management

Business Benefits

Healthcare payers significantly enhance their competitiveness and profitability by quickly building agile applications with Pegasystems' Healthcare Payer Industry Framework. The Framework drives:

- ▶ **Faster Time to Market:** It reduces the time and cost to build HIPAA-compliant, SmartBPM-based applications by delivering the common infrastructure needed for payer solutions. This enables payers to rapidly respond to changing business needs.
- ▶ **Use of Proven Best Practices:** Pegasystems' packaged healthcare-technology expertise enables payers to build the most effective, optimally designed applications. Best-practice examples of work elements and process flows help ensure maximum success.
- ▶ **Maximum Solution Flexibility:** Buy and Build — Payers get the best of both worlds by leveraging the pre-built foundational elements of the Framework to build their own differentiated applications. The Framework's flexibility also supports frequent change and extension into new areas as the needs of the business change.