



2021 BCBS Virtual Summit

Case Study Selection

Drive Value to Your Members and More With Galaxe Benefit Plan Management and Configuration



Streamline Benefit Plan Configuration and Management

Decrease current operation costs by 10 – 20% through automated benefit plan configuration, management and automated data feed to your PBM of choice.



Drive Member Stability and Retention

Manage pharmacy benefits, including creation and updates, through a master repository, creating a master book of record and your “single source of truth”.



Zero Member Disruption

Complete a seamless and high-quality benefit migration with no member disruption with:

- *E2E Traceability of Benefits eliminating Pre-adjudication manual errors*
- *GxClaims® based thorough Post adjudication claims testing with large volume of selected claims Claims mismatch/match reports*
 - *Detailed Triage Report and support in resolving issues*



Centralize Pharmacy Benefit Plan Information

Build member retention through a powerful error elimination process that runs off your master repository and transmits benefits upstream and downstream (PBM).



Bring Value to Your Members With Lower Costs and Error Rates

Mine your own data – benefit plan rationalization - and discover benefit commonalities that allow you to consolidate to fewer benefit designs and simplifying your entire benefit management approach.

Health Plan PBM Benefits Migration and Data Migration

One of the largest and most complex health plans in the family of “blue” organizations ~1.5M lives

How do I migrate a PBM for a health plan with very complex, multiple lines of business and multiple jurisdictions?
How do I achieve minimum or zero disruption to access to care issues?

Solution Focus Area

- Create single source of truth for benefits
- Parallel migration phases for multiple jurisdictions using automation
- Services to integrate with Claims platforms
- Benefits QA/QC and provider Integration
- Regression and certification of benefits



Products: GxCapture™, GxClaims®, GxRay™, GxMaps™, GxDash™

Playbooks: Migration, Source of Truth

Experts: Health plan, PBM + adjudication SMEs

Services: Benefits management, PBM IT Support, comprehensive coverage and execute SDLC, fully automated QA/testing framework, benefits regression, benefits certification, audit



Quality

Zero member disruption, steady call volume from member/providers, reduced claims pend rates thru adjudication logic changes and PPE edits at claims gateways



Value

Achieved lowest member integrated accumulators out of sync-OOS rate of < 2%
Increased system quality score and lowered business impact



Speed

Increase automation by 35% to reduce cost and faster time to market



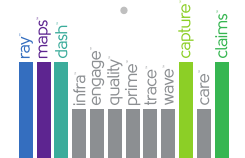
Team Structure

25 Resources



Duration

~12 months



Gx Products

licensed

Health Plan PBM Benefits Migration and Data Migration

Medium sized health plan organization with some complexity ~500K lives

How do maintain my world class claims first pass rate (FPR) while migrating 500k+ lives to another PBM?

How do I help a Payer maintain their MTM and have zero impact to member/provider groups?

GalaxE deployed GxCapture™ to configure and automate the benefit migration process. GxClaims® was then used to test and certify to ensure accuracy of migration and eliminate member disruption. Established automation for benefits QA/testing framework with requirements/intent driven approach. This fully automated solution allows the client to manage their own pharmacy benefit plan and easily migrate from from one PBM to another.



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Control

establish a single source of truth for their health plan data, services and code mapping Repository for future projects



Value

Increased operational
FPR to 96%, reduced
effort and re-work
reduction (cost
avoidance)



Quality

Achieved zero degradation in services and system SLAs, reduced benefit defects and increased quality score



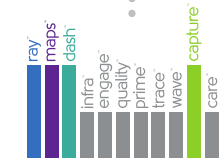
Team Structure

18 Resources



Duration

~7 months



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Health Plan PBM Benefits Migration and Data Migration

Small and less complex health plan organization ~100K lives

Can you help me get comprehensive coverage and testing on 100K+ lives migration with zero impact to members?

How do I deliver value to my clients by reducing costs and increase speed to market?

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Services: Benefits management, PBM IT Support, comprehensive coverage and execute SDLC, fully automated QA/testing framework, benefits regression, benefits certification, audit



Performance

Delivered zero impact to customer service, enrollment performance measures, system quality scores



Quality

Developed 15+ test plans across all impacted systems, including 5,000+ test scenarios - delivered a 98% test effectiveness



Speed

Identified 100+ issues resolved in a record 2 months, reduced effort and re-work reduction (cost avoidance)



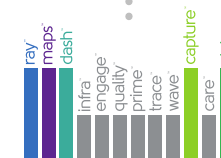
Team Structure

10 Resources



Duration

~5 months



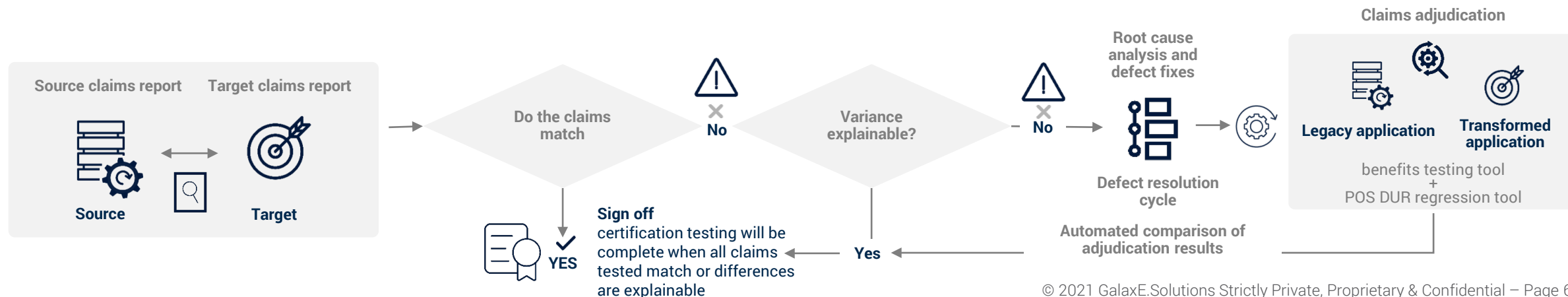
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PBM Benefits Migration

Large and Complex Blue Organization

Summary	<ul style="list-style-type: none"> Health plan was looking for a seamless PBM transition. GalaxE was tasked with developing and enforcing data validation processes specific to Client needs. We provided support for business activities to ensure the correct setup and validation of all data exchanges and performed benefit validation set up through defined scenarios and associated claim selection. Finally, the team defined metrics and success criteria necessary to project objective evaluation of migration readiness.
Solution	<ul style="list-style-type: none"> Validation Approach – Plan Set up <ul style="list-style-type: none"> Traceability from CRD/Scenarios to RxClaim plan setup Scenarios to cover included pricing, formulary/drug lists, copay, BPG >CAG > plan and eligibility, pharmacy networks, speciality, clinical programs Validate certification test results Validation Approach – Benefit Plan <ul style="list-style-type: none"> Prepare test claims – leveraging Healthplan A database and Client SMEs to expand test scenarios gleaned from CRD review, we selected claims matching scenarios profiles for comprehensive benefit plan testing Adjudicate test claims – generate Healthplan A as submitted test claims for adjudication via RxClaim and compared to as adjudicated claims Analyze results – compare outcomes, identify and correct issues leading to disparate and unexplainable outcomes, produce validation reports and track, manage and resolve defects in an iterative validation process Validation Approach – Claims and PA <ul style="list-style-type: none"> Claims and PA – volume load vs source system counts, exception reporting from load process with defined fallout threshold, comparison of data loaded vs data transmitted – define reasonable sample volume, certification testing Additional Prior Auth – Scenarios include Member PA, Group PA, Drug List PA, Clinical Programs Validation Approach – Accumulators <ul style="list-style-type: none"> Define sample of applicable member and/or plans Scenarios include threshold scenarios (member, family max out of pocket) and operational scenarios (paid, reject, reversed claims and end of period reset)



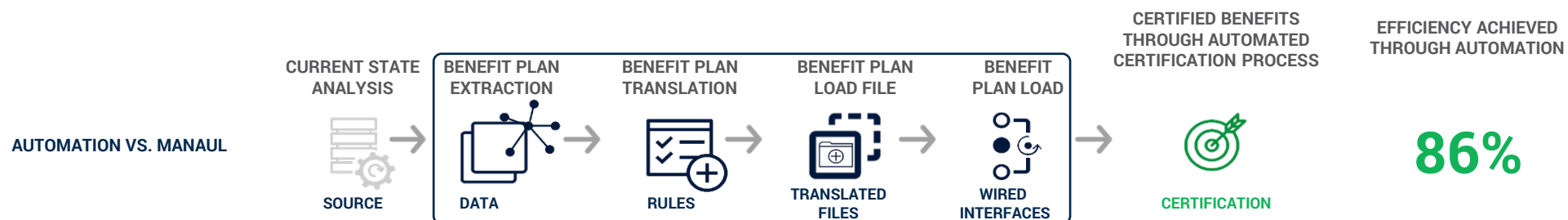
Partner Support and SOA Development

Large Blue Organization

Summary	Large health plan needed a new member web portal for users to access Member Eligibility Benefit Data, Member Claims Data, HIPAA Data, and Medicaid Eligibility Benefit data via EDI 270/271 Transactions.
Solution	<p>The final solution included several components:</p> <ul style="list-style-type: none">• Membership service new composite service utilizing three (3) production services (Determine Contract Eligibility, Locate Eligibility History, Group), one (1) defined service (Person), and one (1) defined data store (MOS Data store) and one (1) undefined data store (Local Data store)• Member Management update the existing service to add BCN as a backend, add one (1) additional defined service (Person), add one (1) undefined data store (offline data store to hold information if backend is unavailable)• Claims new composite service utilizing two (2) production services (Claims Summary and Claims Detail), two (2) defined services(Person and Provider), one (1) external service (Medco), three (3) data stores (Heritage Vision, VSP Vision, and procedure and diagnosis codes ODS)• Retrieve Member Totals 5.0: Continuation of a service that will incorporate all code from RMT 4.0, and a new backend (NASCO Accumulations Solution) that will introduce Benefit Level Totals. This will also introduce a new schema that will have the concept of “infinite buckets, thus negating consumer changes for future accumulation enhancements.• Coverages 1.1:Continuation of an existing service that will introduce a new backend (Online Benefit Inquiry). The majority of the service will pull information from this service. Medicare Advantage information will also need to be incorporated into the service from the old code base (v1.0)
Benefits	<p>Designed and developed IBM Websphere based SOA Services for Member Web Portal that accessed data simultaneously from multiple sources including:</p> <ul style="list-style-type: none">• NASCO (via MQ/Interact)• Global Med D Service Provider (Medicare)• BCN (Blue Cross Network)• PBM• DNoA (Dental)

PBM Migration for Top Health Plan

Summary	<ul style="list-style-type: none"> A \$35B health plan with 17M+ members and 266K groups across 100K plan sponsors was transitioning to a new PBM with a goal of minimal member disruption. A manually coded custom solution was in development, however it could not respond to the constantly changing requirements as results from sample claims showed differences in how the two adjudication systems processed claims. With the source adjudication system as the “system of record”, there was growing concern that benefit rules could be missed. Due to the differences in the way strategies were defined in the source adjudication system versus plans in the target adjudication, the migration would have required over 40,000 plans to be coded.
Solution	<ul style="list-style-type: none"> GalaxE used GxCare™ to map the benefits from the source system to RxCLAIM™ through the deployment of an automated plan migration solution. Development of the manually coded custom solution was halted. GalaxE used GxRay™ to identify elements and values for active strategies not yet accounted for in the mapping rules GalaxE used GxClaims™ to do certification testing of 100’s of thousands of historical claims. Claims were processed, compared, and re-processed over and over until all claim differences were either addressed through mapping rule updates, system setup, or marked as expected differences. GalaxE recommended modifications to RxClaim™ that provided for increased sharing of plan components resulting in plan consolidation and fewer plans needed in RxCLAIM™ .
Benefits	<ul style="list-style-type: none"> The business mapping rules were defined in GxCare™, a highly configurable tool, enabling seamless implementation of automation from source to target system. During testing and certification, configuration updates could be made easily ensuring accuracy, efficiency and scalability. Plans could be rebuilt and reloaded quickly, eliminating errors frequently caused by manual updates. This significantly reduced the amount of manual intervention required, generating savings as well as ensuring consistency across all plans. GxCare™ built-in features such as the Compare Report, which compares results before and after changes are made, allowed GalaxE to make changes quickly and provide assurance that the changes were deployed as intended. Because the new functionality for sharing plan components was effective dated, future updates did not require new plan codes (eliminating impact on upstream/downstream eligibility systems) or coordinated promotions to production systems.
Results	<ul style="list-style-type: none"> Eliminated 96% of incremental headcount in number of benefit coders required Consolidation reduced the overall number of plans required down to 20,000. Plans went live with minimal member disruption.



PBM Expertise

Replatform and Data Migration

One of the Largest PBMs in the United States

Overview

- As part of a strategic initiative, a large PBM wanted to migrate formulary components from a single platform (called 'PlatformX' for confidentiality) to their existing Formulary Management System (maintained outside of PlatformX). The Formulary Management System was used only for new client implementations, while old clients remained on the legacy PlatformX. The challenge was migrating formularies for all existing clients to the Formulary Management System without business disruption

Solution

- GxCare™ was used to extract formulary components from PlatformX to build formulary lists
- Completed formularies were then converted to CSV format and sent to the Loader for introduction into the target system. The formulary loader component was built to introduce the formularies directly into backend DB. E2E automation architecture for hands free processing

Benefits

- GxCare™ implementation allowed for the creation of formularies with configurable rules and reusable components
- Project supported migration and maintenance of a large volume of formularies from PlatformX to the target system (20k per week). The process ran weekly to receive the latest updates from PlatformX and mirror these changes in existing formularies on the target system using automated processes, resulting in accurate information for downstream systems and client portals
- Robust reporting mechanism for E2E traceability with no manual intervention were achieved. E2E automated process ensured quality output with no errors
- Formulary Loader component allowed for loading formularies directly to the backend, inclusive of all the validations which were supported by the target system via GUI. If there are errors due to invalid data or incomplete formularies, the system will not allow loading to a target system, ensuring data integrity

Results

- 100k claims executed per day
- 8x more claims than regular BoB releases
- 2mm claims compared for the first time every post merger
- 3k claims with variances explained per day

PlatformX Active Med D Member Population: ~4.4 M

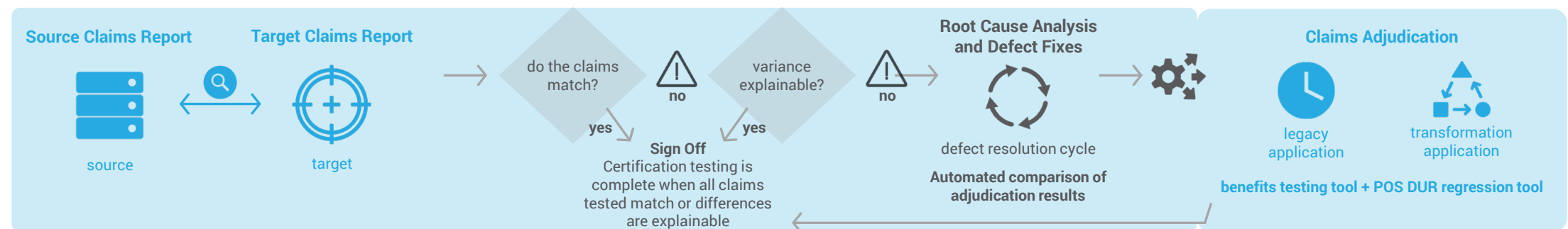
FACETS Active Member Population: ~4.4 M

Active Members in PlatformX
Found to be Active in FACETS: ~4.3 M

Active Members in FACETS
Found to be Active in PlatformX: ~4.4 M

Not Found in FACETS: ~25k

Not Found in PlatformX: ~3k



Claim Adjudication Migration

One of the Largest PBMs in the United States

Overview

- A large PBM was looking to consolidate multiple adjudication systems onto a single platform (called 'PlatformX' for confidentiality). This required plans to be migrated from the source platform to PlatformX. Once the plans were translated based on the target system structure, a mechanism was needed to load the plans into PlatformX. The file structure of the target system was very complex and would have required expertise from many developers to figure out how to map information from the source systems to the target system

Solution

- GalaxE created Benefit Plan Loader (BPL), a platform that combined the speed of direct-to-file loading with the ease of use concept called Record Types, designed based on business concepts and not the underlying file structure of the target system. Over the years, the library of Record Types designed and developed for PlatformX has included support for 300+ PlatformX screens. In addition, GalaxE integrated existing screen validations into the loader to ensure the data integrity

Benefits

- Mapping between the source system and target system became a business exercise – no developers were needed. The business could now migrate data from any target system without specific knowledge of the underlying PlatformX file structure
- Benefit Plan Loader can quickly load plans using PlatformX directly to back end files while maintaining the screen flow and sequences. The screen validations are replicated from existing Synon functions, ensuring only valid data is loaded onto the target system
- Any error in load process due to corrupt or invalid data results in rollback of the whole load of that Benefit Plan, maintaining the integrity of the system. This also ensures that the process never loads incomplete plans
- Benefit Plan Loader not only provides a mechanism to load a massive volume of Benefit Plans migrated from one platform to PlatformX, but also is useful as a mechanism to load plans created from client intake tools

Results

Metrics	7 Low Complexity Clients	70 Medium Complexity Clients	70 High Complexity Clients	35 Higher Complexity Clients
# of benefits plans	28	600	597	525
# of lists	112	6,000	11,940	10,500
Total effort without automation (hrs)	5,570	110,034	240,146	202,019
Total effort with automation (hrs)	2,905	23,559	39,795	26,563
Total effort saved due to automation (hrs)	2,665	86,475	200,351	175,456
Automation efficiency	48%	79%	83%	87%
Duration	30 days	30 days	30 days	30 days
No. of resources (without automation)	63	414	472	388
No. of resources (with automation)	30	96	101	63
Resource reduction %	53%	77%	79%	84%

Source System

- Completed 3 iterations in 6 months with zero defects post go live
- 10,000 base plans migrated, plus additional mail, in/out plans (20,000+)
- 98% automated, with zero impact to covered lives

Target System

- Completed 2 iterations in 2 months with zero defects post go live
- Migrations consisted of drug lists from source to target system
- 2,000 base plans migrated, plus additional mail, in/out plans (4,000+)
- 98% automated, with zero impact to covered lives



Platform Consolation

One of the Largest PBMs in the United States

Overview

- A PBM was looking to onboard over 20,000 plans for a large health plan with minimal member disruption. A manually coded custom solution was in development, however it could not respond to the constantly changing requirements as results from sample claims showed differences in how the two adjudication systems processed claims
- As part of a merger, the PBM was looking to consolidate 3 adjudication systems onto a single consolidated platform using a single platform (called 'PlatformX' for confidentiality)
- The PBM was looking to migrate newly acquired client Benefit Plans from their source platform to PlatformX

Solution

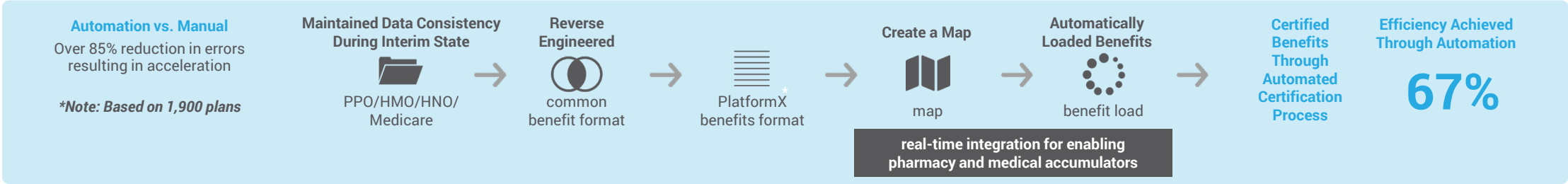
- GalaxE used GxCare™ to map the benefits from source systems to PlatformX through deployment of an automated plan migration solution

Benefits

- The business mapping rules were developed with GxCare™, a highly configurable tool, enabling seamless implementation of automation from source to target system (Automated Benefits Implementation)
- During testing and certification, configuration updates can be easily made ensuring accuracy, efficiency and scalability. Plans can quickly be rebuilt and reloaded, eliminating errors frequently caused by manual updates. This significantly reduced the amount of manual intervention required, generating savings as well as ensuring consistency across all plans
- GxCare™ provides features such as the compare report which compares results before and after changes are made. Due to this functionality, GalaxE was able to make changes quickly and provide assurance that the changes were deployed as intended
- Upfront plan migration analysis - once the analysis is complete and the configuration is set, this process can be reused for all waves of a client's migration
- Real time integration is used to enable Pharmacy and Medical Accumulators

Implementation Activities	Without Automation		With Automation		Efficiency
	Hours Per Plan	Total Hours ¹	Hours Per Plan	Total Hours ¹	
Coding Activity	19	36,100	11	20,900	42%
Support Activity	8	15,200	1	19,00	88%
SME Activity	16	30,400	2	3,800	88%
Clinical Activity	43	81,700	14	26,600	67%
Total	86	163,400	28	53,200	67%

Samples Based on Quarters	Without Automation (hrs)	With Automation (hrs)	Efficiency
Q1	59	14	76%
Q2	531	157	70%
Q3	1,350	334	75%
Q4	256	104	59%
Total	2,196	609	72%



Platform Integration + Data Migration

One of the Largest PBMs in the United States

Overview

- As part of a strategic initiative, a PBM client needed to accelerate delivery on one of their major platforms. The task required two major efforts: migrate and certify a large data set and once complete, the team also need to complete the application certification before fully switching over to the new platform. The solution required accuracy, speed, performance and stability, all with minimal disruption to core business services

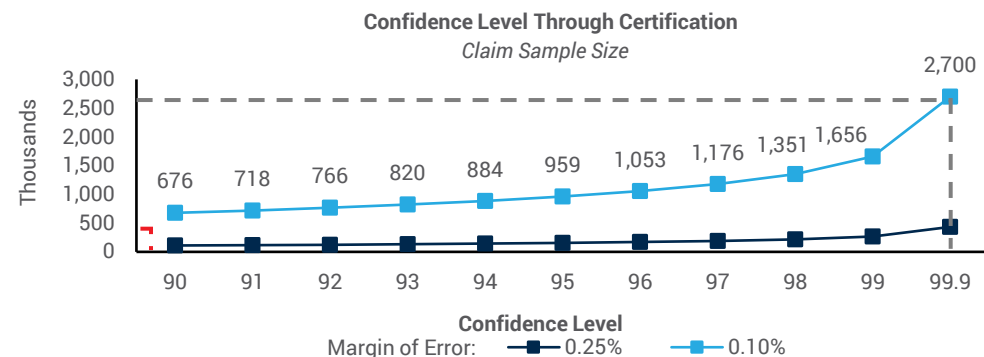
Solution

- GalaxE delivered a solution that included an end-to-end claim certification solution and application certification, covering architecture reviews, design reviews, scalability, performance testing, end-to-end environment set and deployment / roll out strategy
- Requirements were gathered by working with product owners and the business community using reverse engineered and harvested rules and processes to generate a baseline for the system
- Current-state requirements and rules were extracted using reverse engineering accelerators: GxRay™, GxMaps™ and GxDash™
- Provided the capability to move repositories in staged phases rather than a single transfer approach, avoiding dual entry of data
- Data Fabric model enabled avoidance of dual-entry and ensured consistent data across all applications using the same data source served via services
- Data Caching enabled avoidance of additional MIPS

Benefits

- Automated and repeatable solution implemented that leveraged automation and continuous integration/delivery models
- The solution utilized a CI/CD agile approach
- DevOps: Continuous user-community and operations community feedback using DevOps
- Continuous integration and automated quality process
- Early certification and responsive client feedback via continuous delivery
- Plans migrated from one platform to PlatformX, but also is useful as a mechanism to load plans created from client intake tools

Results



GxClaims™ can independently achieve targeted levels of confidence and/or margins of error through the use of massive automation to achieve desired accuracy levels for any deployment

Results Achieved For Client

- 100% claims match achieved on approximately 10mm of claims volume with a 99.9% level of confidence
- ~40% reduction in effort, saving client approximately \$240k; led to a ~\$1mm engagement

Thank you!

