



Enterprise Business Intelligence & Reporting for a Leading Health Plan

Success Story

By embracing a next-gen business intelligence solution, a leading health plan created a robust analytics foundation to generate actionable insights, while ensuring transparent and comprehensive reporting of day-to-day operations.

Business Impact

The client built a next-gen reporting & analytics solution for member enrollment, collections, provider network performance and care management. The solution helped the client track **retention success rates, optimize resource usage** and **establish spend accountability**.

70+

Multi-domain data sources integrated

60+

Business users impacted across strategic functions

110+

Actionable insights generated

Client Requirement

The client is a leading regional payer catering to a vast member base in the South-west. It faced a massive challenge in day-to-day monitoring of a variety of metrics including:

- Senior members vaccinated for Covid
- Workload & productivity across departments (maternity, utilization, etc.)
- Compliance status of quality measures across chronic conditions
- Financial & claims performance across programs

Its existing spreadsheet-based reporting process often resulted in delayed & substandard insights.

The CitiusTech Advantage

For the health plan to transition from a manual approach to analysis to intelligent dashboards, CitiusTech architected & implemented a centralized enterprise BI solution. It established a **one-stop view** across all subject areas, for end users to efficiently monitor operations & analysis.

The next-gen solution enables business users to create a **robust reporting roadmap** across various subject areas, which was not possible using Excel spreadsheets..

CitiusTech also implemented a **Modern Data Architecture** to meet the client's existing and future enterprise analytics needs.

Technology Overview

CitiusTech's next-gen analytics and Modern Data Architecture solution included the following:

Data Modeling

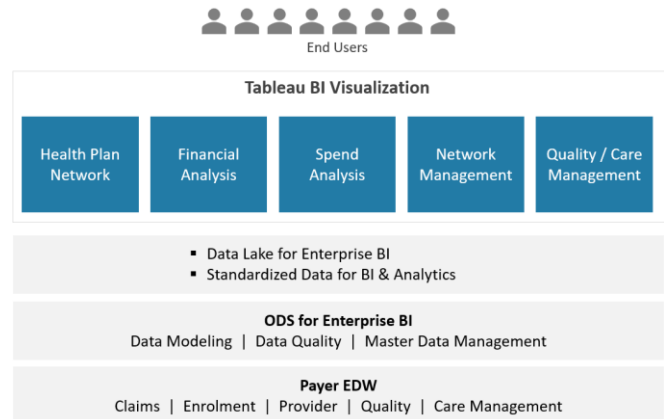
- Pulled data from centralized EDW into Analytics ODS for multiple data domains – enrollment, claims, provider, care management, quality, financials, network arrangements, etc.
- Defined **standardized data model** for high scalability & maintainability as per HLA and loaded using Hive Query Language (HQL) scripts
- Developed data standardization & enrichment rules for improved performance and **reporting integrity** using Tableau HDFS driver
- Inducted a standard MDM product across centralized EDW & analytics using Tableau BI reporting 19.x

Data Lake

- Established summary & drill down analytics across dimensions using connected views with universal lineage for member-provider-financial entities
- Leveraged Oozie for scheduling batch jobs to transfer data from data lake into fact tables

BI Visualization

- Developed dashboards using Tableau BI to drive transparency across operations and daily activities
- Leveraged Tableau-HDFS driver for data connections along with Tableau 19.x for **smart visualizations**
- Developed & enabled features such as role-based access, filtering & dimensional analysis, export, etc.



Schematic - Enterprise BI & Reporting Solution

About CitiusTech

CitiusTech (www.citiustech.com) is a leading provider of healthcare technology services, solutions and platforms to over 130 organizations across the payer, provider, medical technology and life sciences markets. With over 5,000 technology professionals worldwide, CitiusTech powers healthcare digital transformation through next-generation technologies, solutions and accelerators. Key focus areas include healthcare interoperability & data management, quality & performance analytics, value-based care, omni-channel member experience, connected health, virtual care coordination & delivery, personalized medicine and population health management. CitiusTech has two subsidiaries, FluidEdge Consulting (www.fluidedgeconsulting.com) and SDLC Partners (www.sdlicpartners.com), with deep expertise in healthcare consulting and payer technologies, respectively. CitiusTech's cutting-edge technology expertise, deep healthcare domain expertise and a strong focus on digital transformation enables healthcare organizations to reinvent themselves to deliver better outcomes, accelerate growth, drive efficiencies, and ultimately make a meaningful impact to patients.

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