CitiusTech

September 2020 Industry Survey

Health Plans on FHIR® Adoption

CitiusTech's latest survey around FHIR® Adoption in Health Plans builds on responses from key technology decision makers within health plans, to understand their roadmap across the CMS rule compliance and implementing FHIR®.

FHIR®: A Critical Step Towards CMS IPA Rule Compliance

Increasing focus on patient-centric care delivery, the growing need to reduce costs and government regulations such as CMS 'Interoperability and Patient Access Rule' are driving interoperability and FHIR® in healthcare.

CitiusTech's September 2020 survey around FHIR® Adoption in Health Plans builds on responses from key IT decision makers within health plans, to gauge their priorities across interoperability and FHIR®.

The survey results show that health plans are on track with implementing FHIR® capabilities as per CMS mandated timelines. Also, health plans are looking beyond the IPA rule to create an FHIR® ecosystem that will help drive payer and provider use cases, reduce cost of care delivery, and improve health outcomes in the long-term.

Survey Indicators

89% of respondents prefer on-premise deployment of FHIR® solutions

73% of health plans aim to build in-house capabilities for FHIR® implementation

64% would like to invest in additional FHIR® capabilities beyond the scope of the CMS IPA rule

71% claim that their organizations are spending between $3 mn and $5 mn on preliminary FHIR® implementations

Key Survey Insights

1 Health plans aim to implement FHIR® capabilities within CMS compliance timeline, but may require more time

2 Large health plans have a stronger preference for on-premise deployment of FHIR® resources

3 Large health plans have a clear FHIR® strategy and are undertaking a hybrid approach by building in-house FHIR® capabilities and using vendor solutions as accelerators

4 Large health plans are looking at the CMS rule to create a robust FHIR® ® ecosystem for improving member-provider engagement and in-network data exchange

5 Large health plans anticipate higher investment in FHIR®-enablement solutions in the future

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Health plans aim to implement FHIR® capabilities within CMS compliance timeline, but may require time till enforcement date
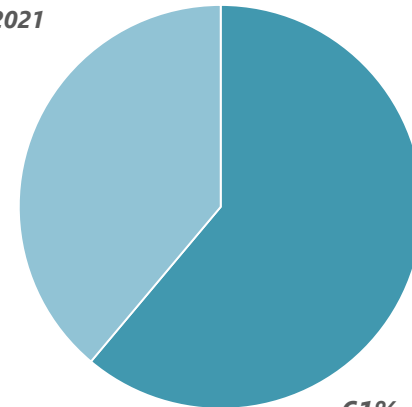
What we heard

- Majority of health plans (61%) have begun their efforts to ensure compliance within **CMS timeline (1 January 2021)**

- Other respondents (39%) are targeting the **enforcement date by 1 July 2021**

Our perspective

CMS Interoperability and Patient Access Rule has placed a major burden on payer organizations with specific timelines and compliance dates. While organizations are up to speed to meet the compliance timelines, few health plans are making incremental progress to achieve compliance on or before the enforcement date of 1st July 2021. Organizations expect CMS to be flexible and provide additional period to implement the new requirements.

Health Plans Target Timelines

39%
Health plans targeting enforcement date –
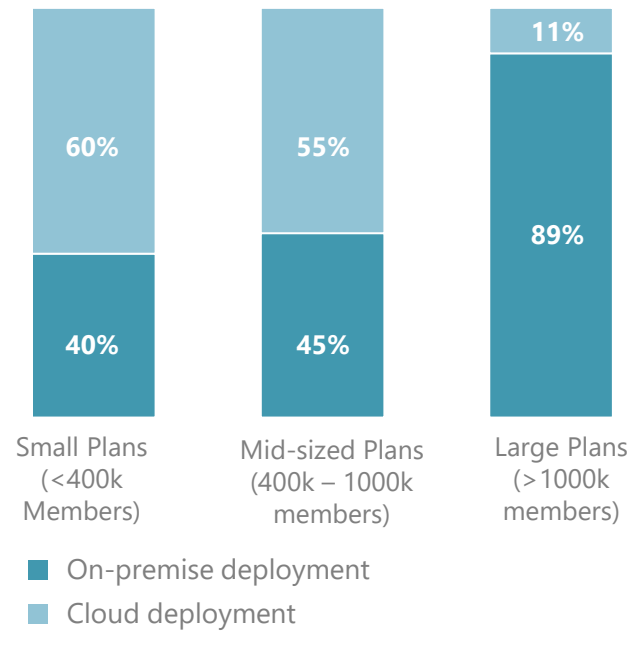*1 Jul 2021*

61%
Health plans targeting compliance date –
1 Jan 2021

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Large health plans have a stronger preference for on-premise deployment of FHIR®

On-premise vs Cloud deployment based on Health Plan Size

		11%
60%	55%	
		89%
40%	45%	

Small Plans (<400k Members)

Mid-sized Plans (400k – 1000k members)

Large Plans (>1000k members)

■ On-premise deployment
■ Cloud deployment

What we heard

- An overwhelming majority (89%) of **large health plans (over 1mn members)** stated that they plan to **deploy FHIR® capabilities on-premise**

- The preference for on-premise goes down significantly for medium and **small health plans (1mn members or less)**

- Many **small & medium sized health plans** seem to prefer **outsourcing** their **complete FHIR® hosting** to vendors

Our perspective

For large payers, leveraging existing on-premise infrastructure seems to be more secure and cost effective, especially for initial FHIR® deployments. They prefer to maintain status quo over deployment, back up, and data recovery systems. However, smaller health plans that choose to leverage cloud may also need to develop custom, on-premise components over time.

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Large health plans have a defined FHIR® strategy and are undertaking a hybrid approach by building in-house FHIR® capabilities and using vendor solutions as accelerators
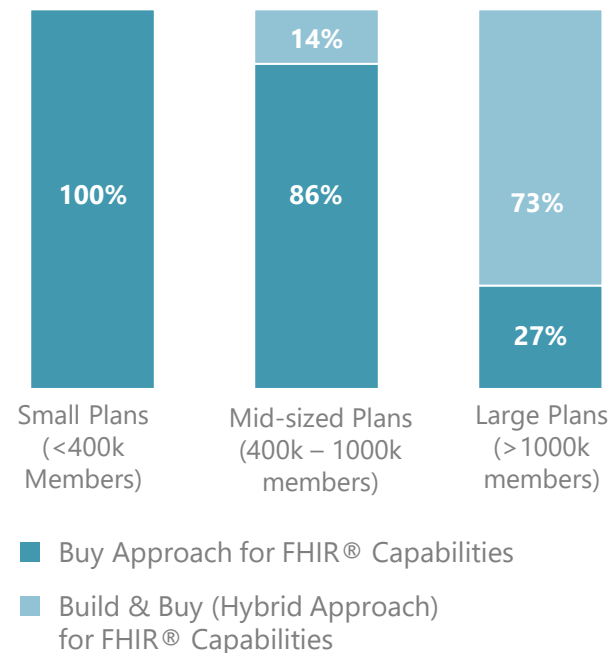
What we heard

- Not surprisingly, **small and medium health plans** said that they would look for **out-of-the-box FHIR® solutions** to meet their compliance requirements within stipulated timelines

- However, a significant majority (73%) of respondents from **large health plans** seem to prefer a **hybrid approach** of building **in-house FHIR® capabilities and using vendor solutions as accelerators**
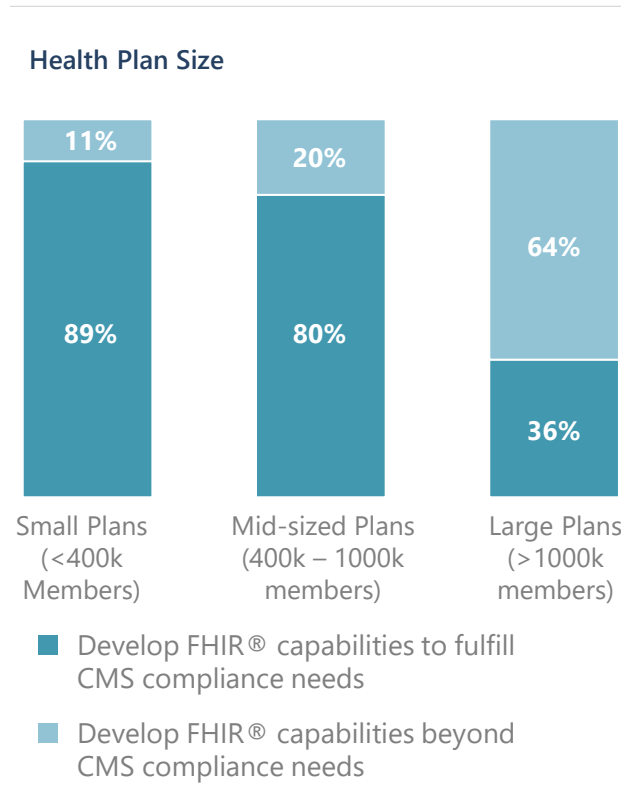
Our perspective

Considering the scale and complexity of data sources, most large health plans, including leading Blues plans, using a hybrid approach. This should help them align with existing interoperability initiatives, improve scale, manage costs and leverage specialized expertise.

Buy vs Hybrid approach based on Health Plan Size

	Small Plans (<400k Members)	Mid-sized Plans (400k – 1000k members)	Large Plans (>1000k members)
	100%	14% / 86%	73% / 27%

- ■ Buy Approach for FHIR® Capabilities
- ■ Build & Buy (Hybrid Approach) for FHIR® Capabilities

Large health plans are looking beyond the rule to create a robust FHIR® ecosystem for improving member-provider engagement and in-network data exchange

Health Plan Size

Small Plans (<400k Members)	11% / 89%
Mid-sized Plans (400k – 1000k members)	20% / 80%
Large Plans (>1000k members)	64% / 36%

■ Develop FHIR® capabilities to fulfill CMS compliance needs

■ Develop FHIR® capabilities beyond CMS compliance needs

What we heard

- Respondents from **small (89%) and medium (80%) health plans** currently would like to **limit** their FHIR® deployments **to comply** with **CMS final rule**

- However, a majority of respondents from **large health plans (64%)** said that they plan to invest in **FHIR® capabilities** that go **beyond the scope of the rule**

Our perspective

Over the past few years, larger health plans have invested steadily in interoperability standards, and are focused on improving member experience, provider engagement, and in-network data exchange. Using 'SMART on FHIR®' apps along with FHIR® accelerators, parsers, and testing frameworks will become a natural extension of health plans interoperability strategy.

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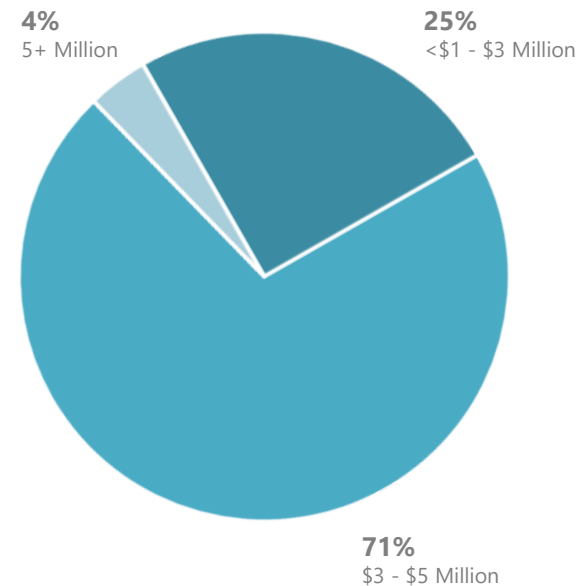# Large health plans anticipate higher investment in FHIR®-enablement solutions in the future

What we heard

- A significant number of **respondents (71%)** expect to **spend $3 - $5 Mn on FHIR®** enablement solutions

- **25% of respondents** felt they would **spend between $1 - $3 Mn**

- A few **large health plans (4%)** plan to spend **upwards** of **$5 Mn** on **FHIR®** enablement solutions

Our perspective

As adoption grows, CIOs and decision makers will spend time and resources in getting their FHIR® strategies right. While many organizations would have started with out-of-the-box solutions they need to build highly customized roadmaps that address changing needs around regulation, technology, interoperability, use cases and member expectations.

Large health plans potential investment in FHIR® (annual spends)

4%
5+ Million

25%
<$1 - $3 Million

71%
$3 - $5 Million

CitiusTech: FAST+ for Accelerated FHIR® Deployment and CMS compliance

CitiusTech's **FAST+** is an end-to-end FHIR® based solution for healthcare organizations to comply with CMS Interoperability & Patient Access Rule, specifically addressing the Patient Access API, Provider directory API and Payer to Payer Data Exchange. FAST+ has pre-built features for expedited implementation, Identity Access Management & Consent Management ensuring secured access of data, and flexible implementation support both on-cloud and on-premise. FAST+ enables payer organizations to:

- Build and manage FHIR®-based API infrastructure
- Enable multi-device access to claims, encounter and cost information
- Aggregate and leverage data across organizational silos
- Provide members real-time access to their data using FHIR® standards
- Give members control over sharing their data
- FAST+ designed for both onsite and cloud-based deployments
- FAST+ is backed by CitiusTech's strong professional services for integration & customizations

With 500+ HL7 and FHIR® certified professionals, CitiusTech helps healthcare organization design and implement their FHIR® strategy across multiple dimensions:

Assessment & Strategic Planning

- Assess enterprise payer system readiness for FHIR®
- Identify & prioritize transaction workflows
- Analyze source data for data mapping
- System enhancement and enablement for FHIR® implementation

FHIR® Interop Services

- Interface development and management for seamless integration with external data sources
- Reusable FHIR® libraries and data model mapping with FHIR® resources
- FHIR® parsers across data formats
- Pre-defined mapping, transformation and reconciliation

Experience FHIR® – *Easily test and implement FHIR® APIs*

FHIR® Webinars – *Learn the latest from healthcare industry leaders*

FHIR® Blog Series – *Point of view from industry experts*

CitiusTech: Accelerating Innovation in Healthcare

CitiusTech enables healthcare organizations to drive clinical value chain excellence, across integration & interoperability, data management (EDW, Big Data), performance management (BI / analytics), AI/ML (predictive analytics, Machine Learning, AI) and digital engagement (mobile, IoT).

CitiusTech helps customers accelerate innovation in healthcare through specialized solutions, healthcare technology platforms, proficiencies and accelerators. With cutting-edge technology expertise, world-class service quality and a global resource base, CitiusTech consistently delivers best-in-class solutions and an unmatched cost advantage to healthcare organizations worldwide.

To know more about CitiusTech, visit
www.citiustech.com

4,000+
healthcare technology
professionals worldwide

2,000+
product engineers

800+
data management
professionals

600+
performance management
professionals

300+
data science &
consulting professionals

CitiusTech Key Contacts

Shyam Manoj
Sr. Vice President
Payer Market

Shyam has 20 years experience across payers, providers, pharma / life sciences and HCIT companies.

Over 10+ years, he has played multiple leadership roles at CitiusTech across sales, delivery, partnership and strategy. A US healthcare industry veteran - he has significant expertise across healthcare interoperability, clinical data management, quality management, value-based care, Medicare advantage, among others.

He holds a Bachelors degree in Biomedical Engineering.

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Swanand Prabhutendolkar
Sr. Vice President
Data Management

Swanand has 20+ years of experience in Information Technology across companies such as EPIC, Polaris and 3i Infotech.

He leads CitiusTech's Data Management proficiency. He has also been a key architect of CitiusTech BI-Clinical platform. He has strong experience in regulatory reporting requirements such as MU, and healthcare standards and frameworks including HL7.

He holds a Masters Degree in Information Technology from the Indian Institute of Technology.

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Jeffrey Springer
Sr. Vice President
Product Management

Jeff has 20+ years of healthcare industry experience of having worked with leading healthcare technology vendors.

Prior to CitiusTech, Jeff has served in leadership roles at Siemens and MEDecision. Earlier, he developed new products working with payers & providers at McKesson. He also founded the US' first payer-provider contract management company.

Jeff holds an Engineering Degree and an MBA from the University of Pennsylvania - The Wharton School, where he graduated as a Palmer Scholar.

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