

Application Implementation & Maintenance For Large Provider – Sponsored Health Plan



Client Requirement

Client is a leader in the provider-owned plan space and is a subsidiary of one of the largest integrated health systems in the US. It was looking to scale up its IT infrastructure to support existing customer needs as well as ramp-up to handle a fast-growing customer base. The solution would need to support several client requirements, including:

- Providing end-to-end services on core applications - implementation, configuration, interfacing, maintenance and post implementation support
- Standardizing processes for talent acquisition, onboarding, transition and retention
- Minimizing IT costs using buy vs. co-share strategies
- Developing a future-state IT operating model by restructuring IT roles and governance structures
- Delivering key strategic initiatives including data management / EDW, digital (cloud, AI/ML & Data Science) and HEDIS Reporting

CitiusTech Solution

The client partnered with CitiusTech given its expertise in data integration, multitenancy, interoperability and payer systems. The CitiusTech team performed a deep analysis of the client's IT needs and deployed a strong application implementation and management team in an Onsite-Offshore model. This enabled the client to quickly scale-up or ramp-down the team depending upon requirement. Activities performed by the team were:

- Application-level and operational assessment to provide recommendations around multitenancy, interoperability and security for client's core applications
- Augmenting and scaling the client's team across states, building local teams, opening Local Technology Centers (LTC) and setting up a QA Center of Excellence
- Application implementation, data integration and interoperability support across the client's application ecosystem

Discovery	<ul style="list-style-type: none"> ▪ Requirement Analysis ▪ High-level Release Plan ▪ Infrastructure and Access Requests
Application Implementation	<ul style="list-style-type: none"> ▪ Design / Solution Finalization ▪ Configuration for Benefits / Products / Groups ▪ Data migration from existing claims platform (member, provider, benefits)
Custom Development	<ul style="list-style-type: none"> ▪ Development / customization of inbound and outbound EDI interfaces ▪ Development / customization of SQL Server extract jobs ▪ Implementation of Scheduler, build process for EDI / non-EDI interfaces
Integration & UAT	<ul style="list-style-type: none"> ▪ Application functionality, user acceptance and integration testing ▪ Regression testing, defect fixing ▪ Documentation finalization
Go-live	<ul style="list-style-type: none"> ▪ Finalization of go-live strategy, training, escalation and communication plans ▪ Production deployment ▪ Ensuring system backups, downtime procedures

Enterprise Application Implementation Approach

Value Delivered

By partnering with CitiusTech, the client was able to:

- Utilize custom engagement models – staff augmentation, managed services, implementations, solution development, etc. to optimize costs
- Leverage a distributed workforce – local, onshore, offshore, contractors, etc.
- Achieve significant economies of scale and lower cost overheads through shared-service models such as Localized Technology Centers (LTCs) and QA CoE

About CitiusTech

CitiusTech is a specialist provider of healthcare technology services and solutions to healthcare technology companies, providers, payers and life sciences organizations. With over 4,000 professionals worldwide, CitiusTech enables healthcare organizations to drive clinical value chain excellence - across integration & interoperability, data management (EDW, Big Data), performance management (BI / analytics), predictive analytics & data science and digital engagement (mobile, IoT). CitiusTech helps customers accelerate innovation in healthcare through specialized solutions, platforms, proficiencies and accelerators. With cutting-edge technology, 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.

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