CONDUENT

Claim and Encounter Processing and Financial Management Module for the Bureau of Health Services Financing

RFI # 3000018675

Introductions

Tim Larroux
Louisiana Account Executive

Together: Building a Stronger LDH and a Healthier Louisiana

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Meet Your Conduent Team

Account and Leadership

Lydie Quebe
Vice President, General Manager

Shankar Balakrishnan
Vice President, IT
Chief Strategist

Tim Larroux
Louisiana Account Executive

Doug Davis
Senior Business Consultant

Demonstration Team

Sheryl Allen
Director of Medicaid Functional Architecture

Kacie Simpsonellis
Claims Solution Leader

Demonstration Team (cont)

Ravi Maruri
Financial Solution Leader

Tom Peoples
Call Center Solution Leader

Tilak Boinpally
CRM Solution Leader

Lori Erickson
Federal Reporting Solution Leader

Satish Pulavarthy
EDI Technical Delivery Manager

Aaron Smith
Call Center Manager

Technical and Implementation Team

Hemanth Varadhan
Senior Director, Products and Implementation

Selva Balan
Senior Manager, Products and Implementation

Vasu Sreenathan
Director, IT Implementation

Sam Moore
Director, PMO Implementation

Keerthi Kora
Technical Product Manager

Vishnu Kotichintala
Lead Engineer, DevOps

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Agenda

Introductions	10 Minutes
Vendor and Product Overview	20 Minutes
Real Time End-to-End Use Cases A. Claim Processing i. General Provider ii. Hospital iii. Pharmacy B. Encounter Processing C. Long Term Care	3 Hours inclusive of a break
Lunch Break	30 Minutes
Technical Overview A. Overall System Architecture B. Security Functionality i. Overall System Security Capabilities ii. Integration with IAM iii. Public Accounts Integration with MyLA	1 Hour

C. Data Conversion and Data Integration D. Enterprise Architecture Integration i. Approach to document generation and storage ii. Application Programming Interfaces (APIs) a. API Catalog, API Lifecycle and Policies, and API Security iii. Manage File Transfer iv. Business Rules Integration	
Break,	15 Minutes
Project Proposed Timeline, Assumptions, and Prerequisites	30 Minutes
Question & Answer Period	15 Minutes

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Vendor and Product Overview

Together: Building a Stronger LDH and a Healthier Louisiana

Shanker Balakrishnan
Vice President-IT, Chief Strategist

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Louisiana Department of Health Mission Statement

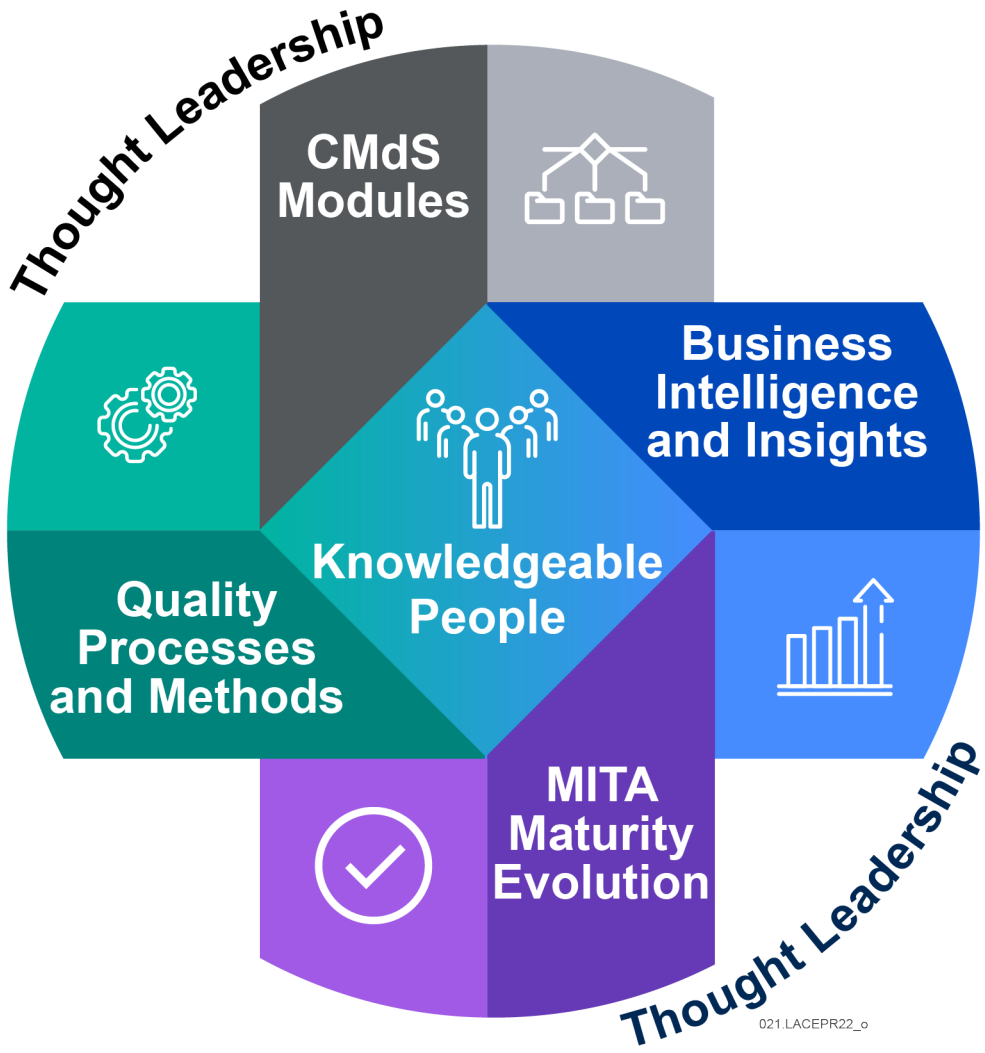
“The mission of the Louisiana Department of Health is to protect and promote health and to ensure access to medical, preventive, and rehabilitative services for all citizens of the State of Louisiana.”

In order to fulfill its mission, the Louisiana Department of Health intends to:

- Provide quality services
- Protect and promote health
- Develop and stimulate services by others
- Utilize available resources in the most effective manner

Our solution approach aligns with your vision for transforming how LDH programs are delivered to your citizens. We bring modular product offerings, operational best practices, and years of experience.

Who We Are


Thought Leadership
CMdS Modules
Business Intelligence and Insights
Knowledgeable People
Quality Processes and Methods
MITA Maturity Evolution
Thought Leadership
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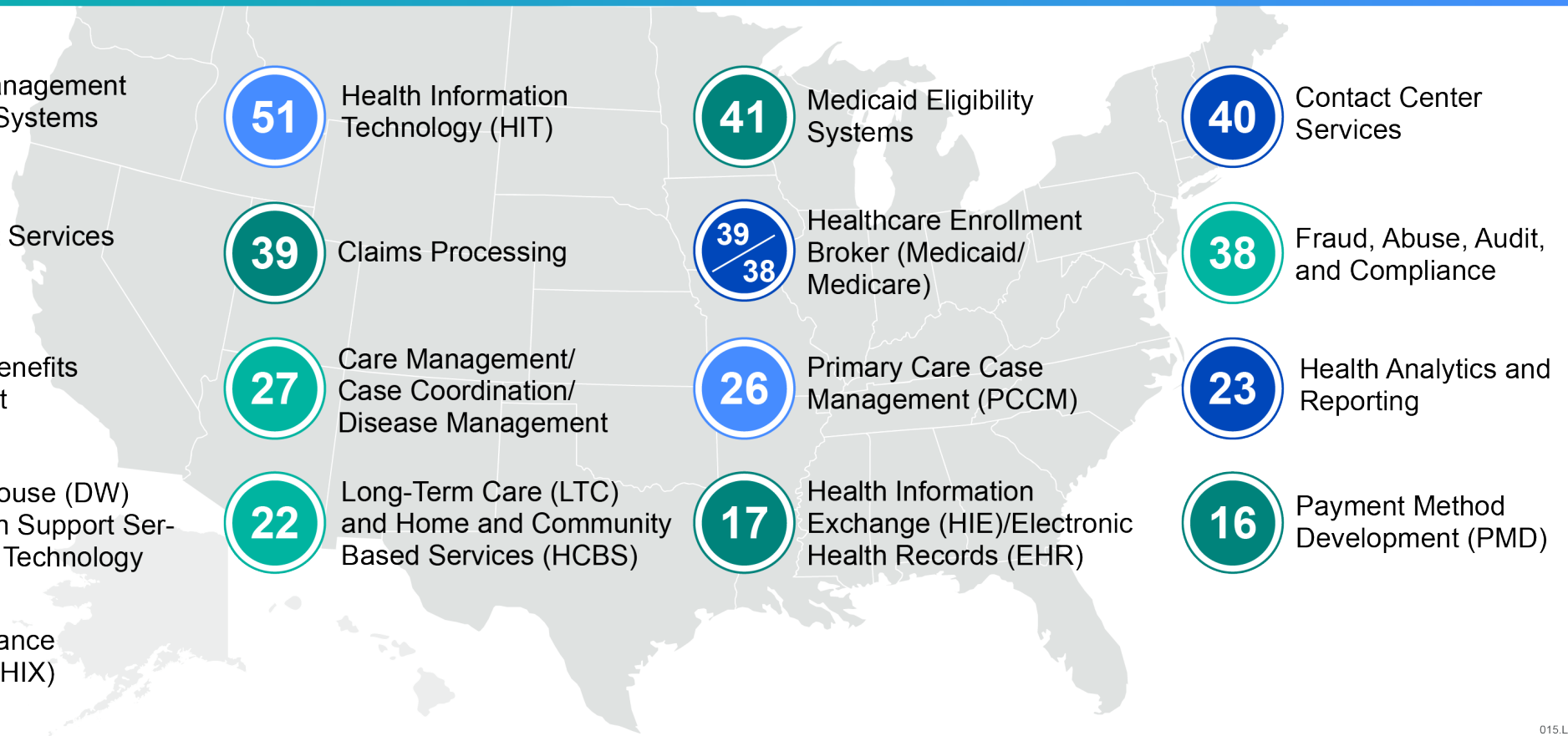
Conduent Experience

51 Years Government Healthcare Experience Nationwide



- **51** Medicaid Management Information Systems (MMIS)
- **51** Health Information Technology (HIT)
- **41** Medicaid Eligibility Systems
- **40** Contact Center Services
- **40** Fiscal Agent Services (FAS)
- **39** Claims Processing
- **39/38** Healthcare Enrollment Broker (Medicaid/ Medicare)
- **38** Fraud, Abuse, Audit, and Compliance
- **30** Pharmacy Benefits Management
- **27** Care Management/ Case Coordination/ Disease Management
- **26** Primary Care Case Management (PCCM)
- **23** Health Analytics and Reporting
- **23** Data Warehouse (DW) and Decision Support Services (DSS) Technology
- **22** Long-Term Care (LTC) and Home and Community Based Services (HCBS)
- **17** Health Information Exchange (HIE)/Electronic Health Records (EHR)
- **16** Payment Method Development (PMD)
- **9** Health Insurance Exchanges (HIX)

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Evolution of the Conduent Medicaid Suite

	1970s GCD Based MMIS	1980s Advanced MMIS	1990s OmniCaid	2000s Health Enterprise	NASPO Claims ★ 2020 CMdS
Claims Input Media	Paper	Electronic Batch	Electronic Data Interchange	Web Portal	Mobile/API
User Presentation	CICS Screens	PC-Based GUI	Web Based Presentation		Responsive Design
File Structure	ISAM	VSAM	RDMS	OLTP/OLAP/RDBMS	OLTP/OLAP/RDBMS /NoSQL
Programming Language	Assembler/COBOL		Utilities	Java/COTS	Java/React/Redux /COTS
Architecture	Mainframe	Two-Tier	N-Tier	Service Oriented Arch (SOA)	Microservices

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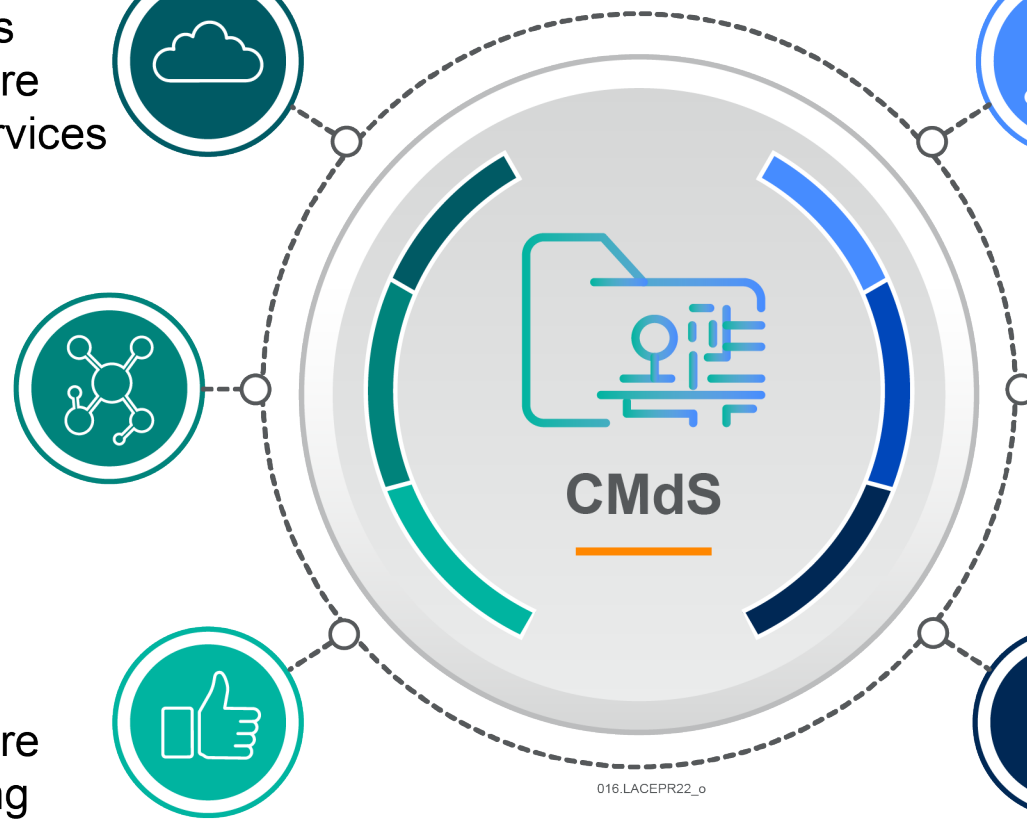
CMdS System Overview

Scalable
- Cloud Native Apps
- Cloud Infrastructure
- Granular Microservices

Value
- Zero Tech Debt
- Enhanced by Product Roadmap
- Follows Federal Mandate Guidance

Modular
- Interoperable
- Precast Interfaces
- Open API Standards

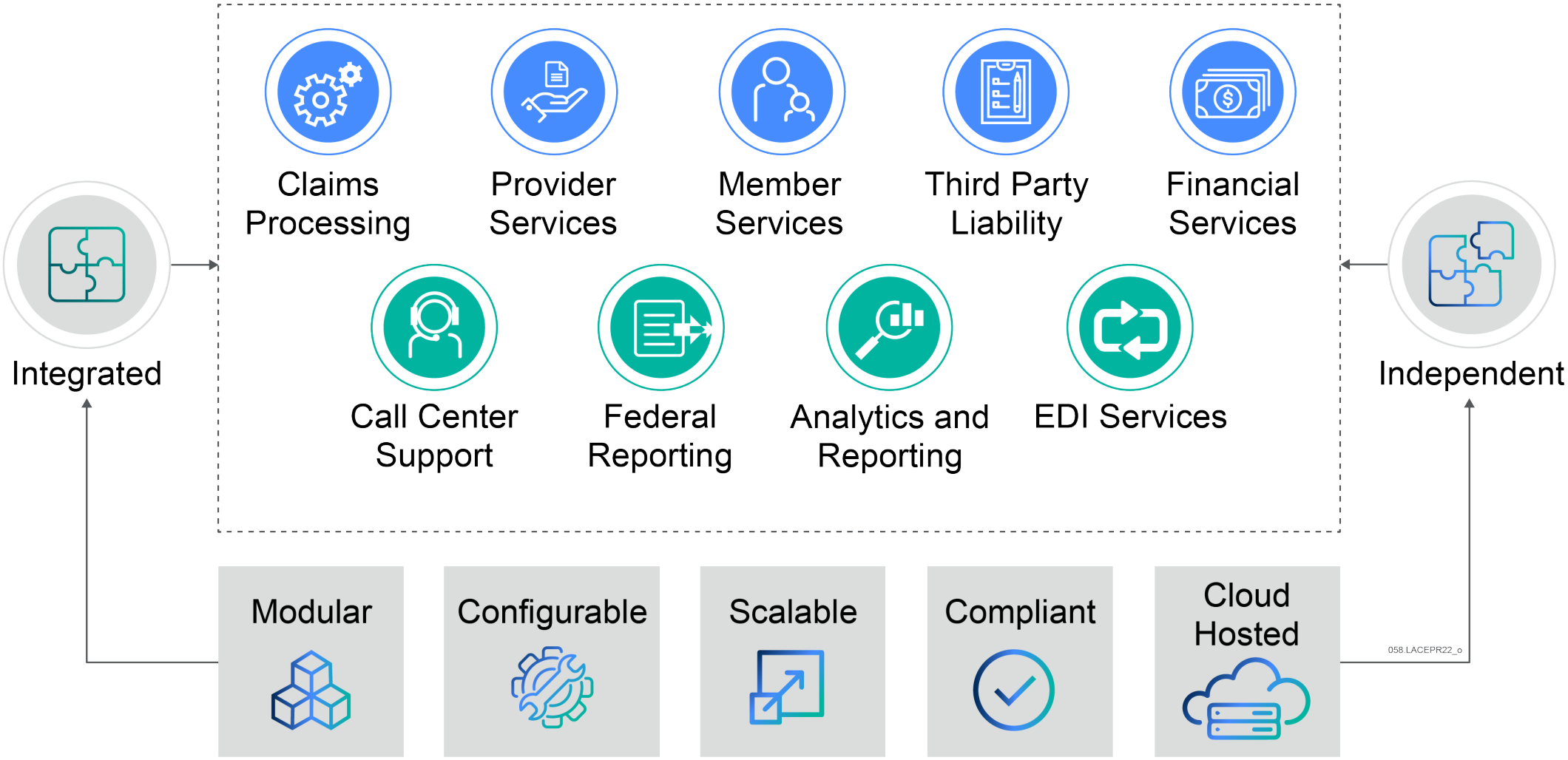


Configurable
- Business Rules Engine
- API Driven
- Workflow Automation

Reliable
- Microservices
- Cloud Infrastructure
- Reliable Monitoring

Secure
- Industry Compliance
- API Gateway
- Security in Integration

Functional Overview Slide



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Three Year Roadmap – Future

Modular | High ROI | Cloud & SAAS | Highly Configurable | Scalable

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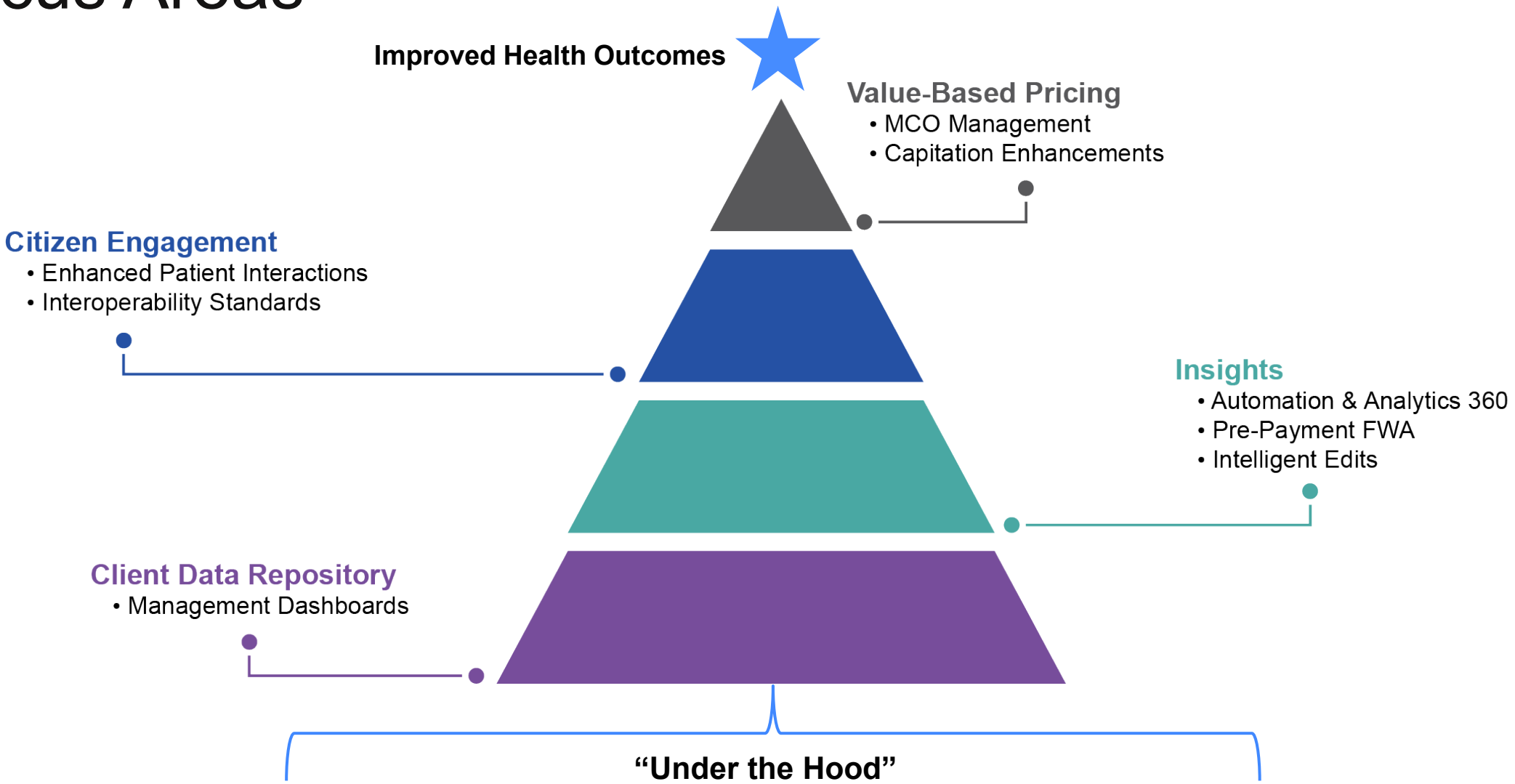
Focus Areas



Conduent Proprietary and Confidential Information

Real Time End-to-End Use Cases

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Director of Medicaid Functional Architecture

Ravi Maruri
Financial Solution Leader

Tom Peoples
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Real Time End-to-End Processing

Claims, Encounters, and Long-Term Care Use Case Demonstrations

	Core Scenarios	
	1.08	Web Portal
	1.12	Electronic Data Interchange (EDI)
	1.01	Prior Authorization
	1.02	Edits, Processing, Adjustments
	1.03	Pricing & Payment
	1.04	Benefit & Reference Data Management
	1.13	Configurability
	1.05	Data & Reporting
	1.06	Claim Denial Analytics
	1.10	Correspondence Management
	1.11	Enterprise Content Management
	1.07	Ticketing Process
	1.09	Workflow

	Financial Management Scenarios	
	2.01	Accounts Payable Processing
	2.02	Accounts Receivable Processing
	2.03	Reimbursement
	2.04	Account Coding
	2.05	Financial Adjustments
	2.06	Duplicate Checking
	2.07	Reports

	Call Center Scenarios	
	3.01	Call Center Management Tools
	3.02	Integrated Voice Response System
	3.03	Faxback
	3.04	Enterprise Content Management
	3.05	Configurability

	Reporting Scenarios	
	4.01	Financial Reporting

Conduent Proprietary and Confidential Information

Core Demonstrations

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    i. General Provider
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    iii. Pharmacy
B. Encounter Processing
C. Long Term Care

Demonstrated	Core Scenarios	
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Real Time End-to-End Processing

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Lunch Break

Together: Building a Stronger LDH and a Healthier Louisiana

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Technical Overview

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Vice President-IT, Chief Strategist

Selva Balan
Senior Manager, Products & Implementation

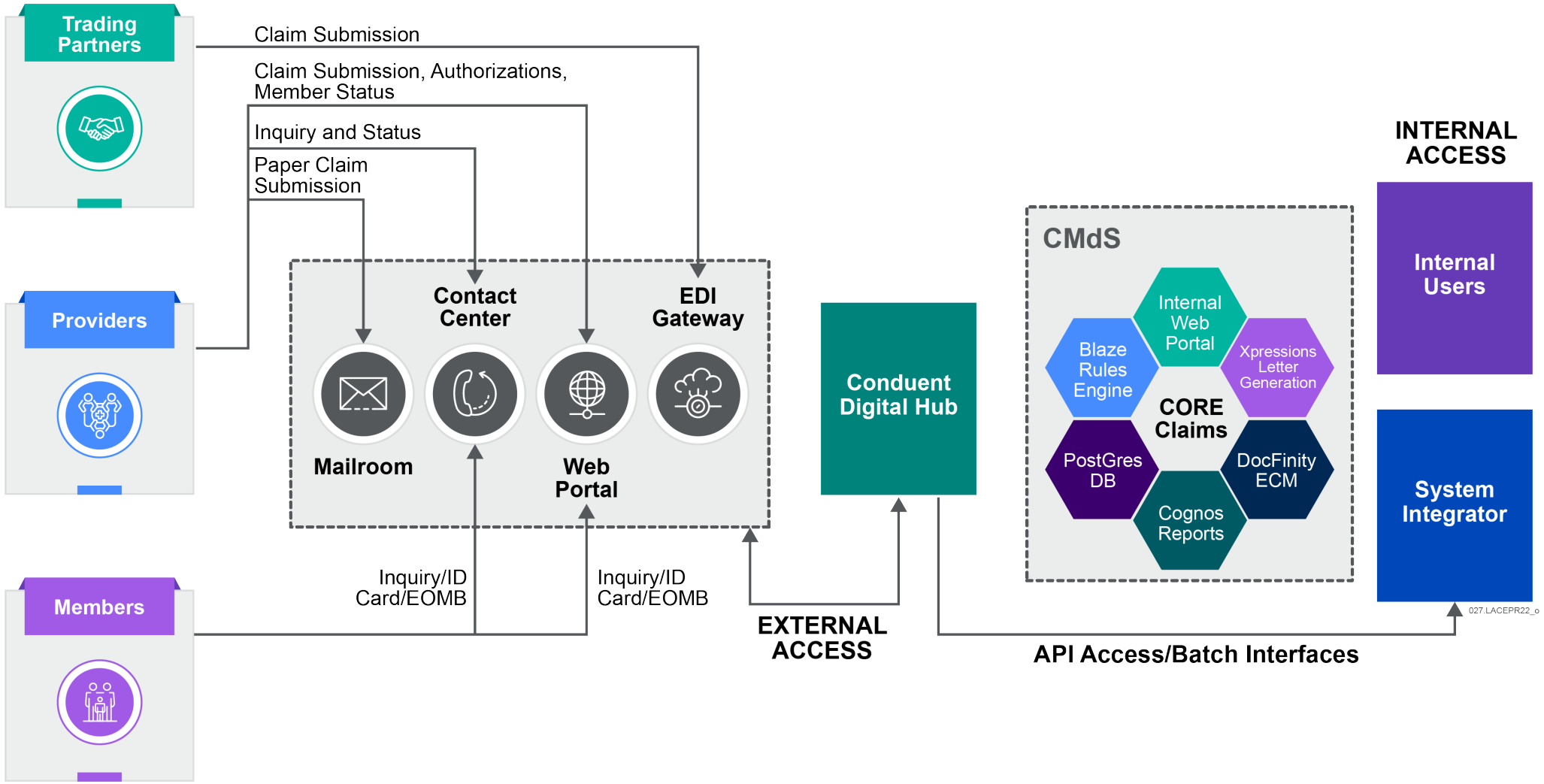
Vishnu Kotichintala
Lead Enginer, DevOps

Hemanth Vardhan
Senior Director IT, Products & Implementation

Vasu Sreenathan
Director, IT Delivery

Together: Building a Stronger LDH and a Healthier Louisiana

System Overview - SaaS Powered by COTS



System Overview - SaaS Powered by COTS

Component COTS

ETL	**Informatica** A leader in 5 Gartner Magic Quadrants, Informatica is recognized as the industry standard for ETL	**OpenText Expressions** Ubiquitous Content Generation tool with industry standard integration capabilities	Letters
Hosting	**Microsoft Azure** FedRAMP Certified leading Cloud Provider enabling a secure and on-demand scalable hosting infrastructure	**Reactive Web Design** Modern Web Development framework for extremely high performance web sites with low hosting capabilities	Web
ESB	**FUSE ESB** Based on the Open Source Apache Camel project, the FUSE ESB provides a unified Integration framework that powers the Conduent Digital Hub	**FICO Blaze Rules Engine** The leading BRMS that delivers unprecedented agility and actionability for smarter, transparent, and explainable business decisions	Rules
Reports and Dashboards	**Cognos** IBM® Cognos® BI is the backbone behind the CMdS Insights module and provides business reports, data analystics, and events	**Azure API Gateway** Enables CMdS to publish and expose the microservices endpoints to internal consumers and the SI in a secure, scalable manner	Integration
Database	**EDB PostGres** EDB Supercharges PostgreSQL - the DB used in heavy volume databases by entities like NASA, Facebook, Apple, Instagram, and Netflix	**Airflow** Scalable, Dynamic, and Extensible scheduler that has been proven to work at extreme scale at organizations like Uber	Scheduler
ECM	**Docfinity** Next Generation ECM Platform with comprehensive capabilities to capture, store, search, retrieve, and automate document storage	**Appdynamics** Actively monitor, analyze, and optimize complex applications at scale with AI-powered insights and actions	APM

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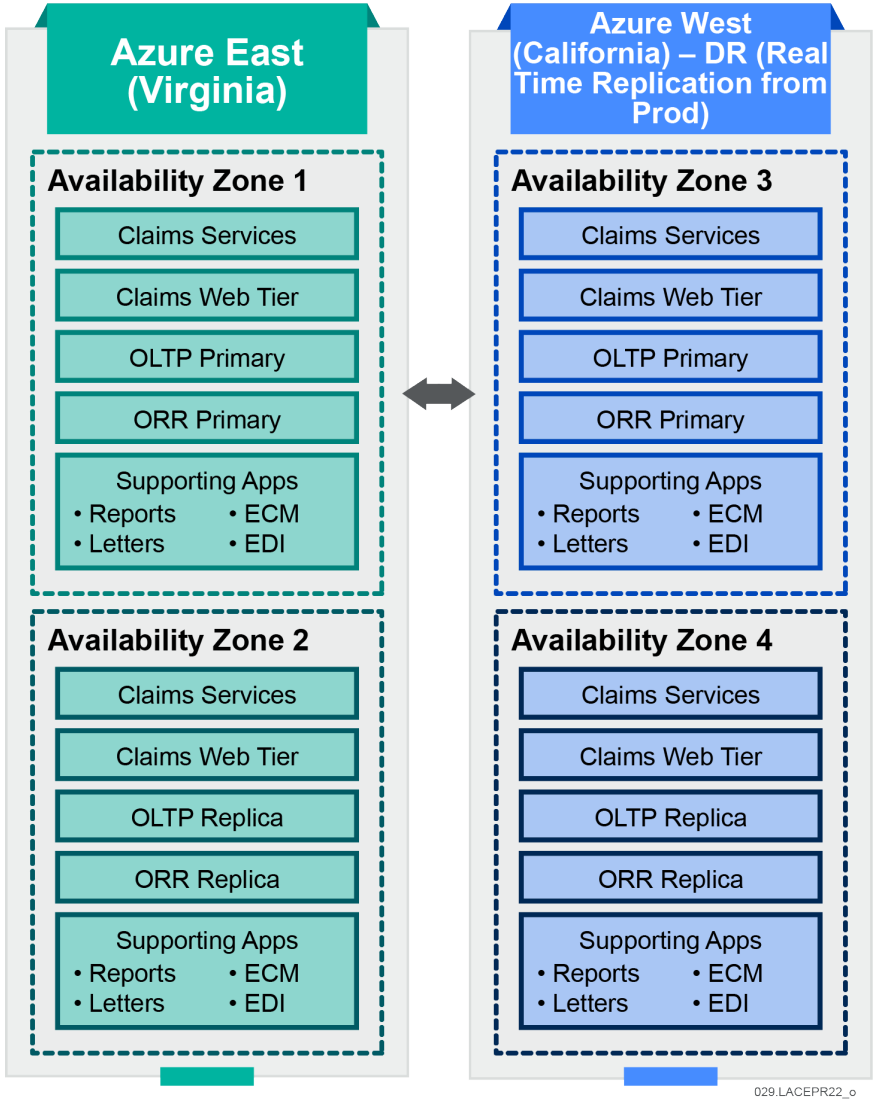
System Overview - Hosting and Infrastructure



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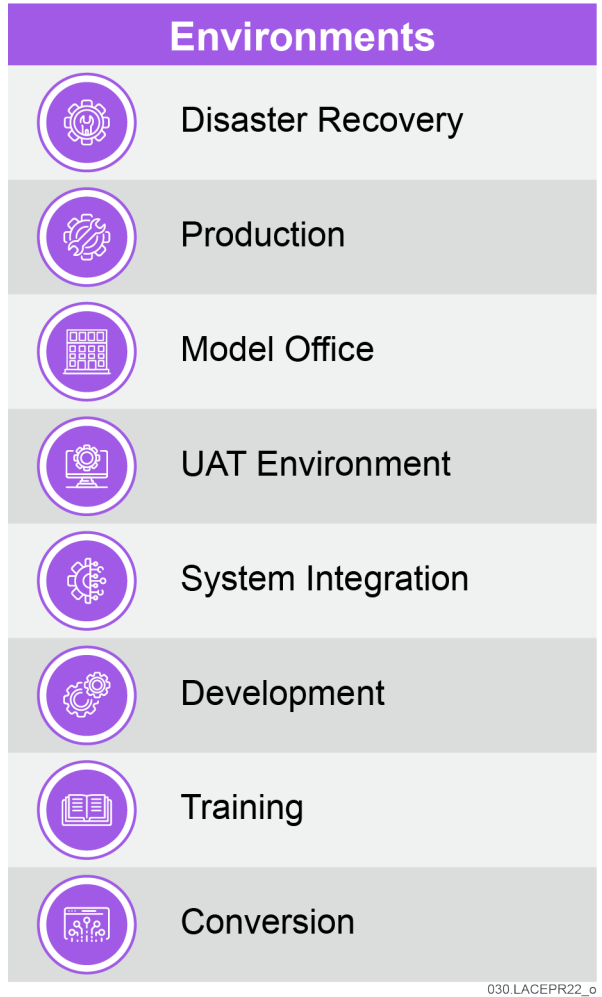

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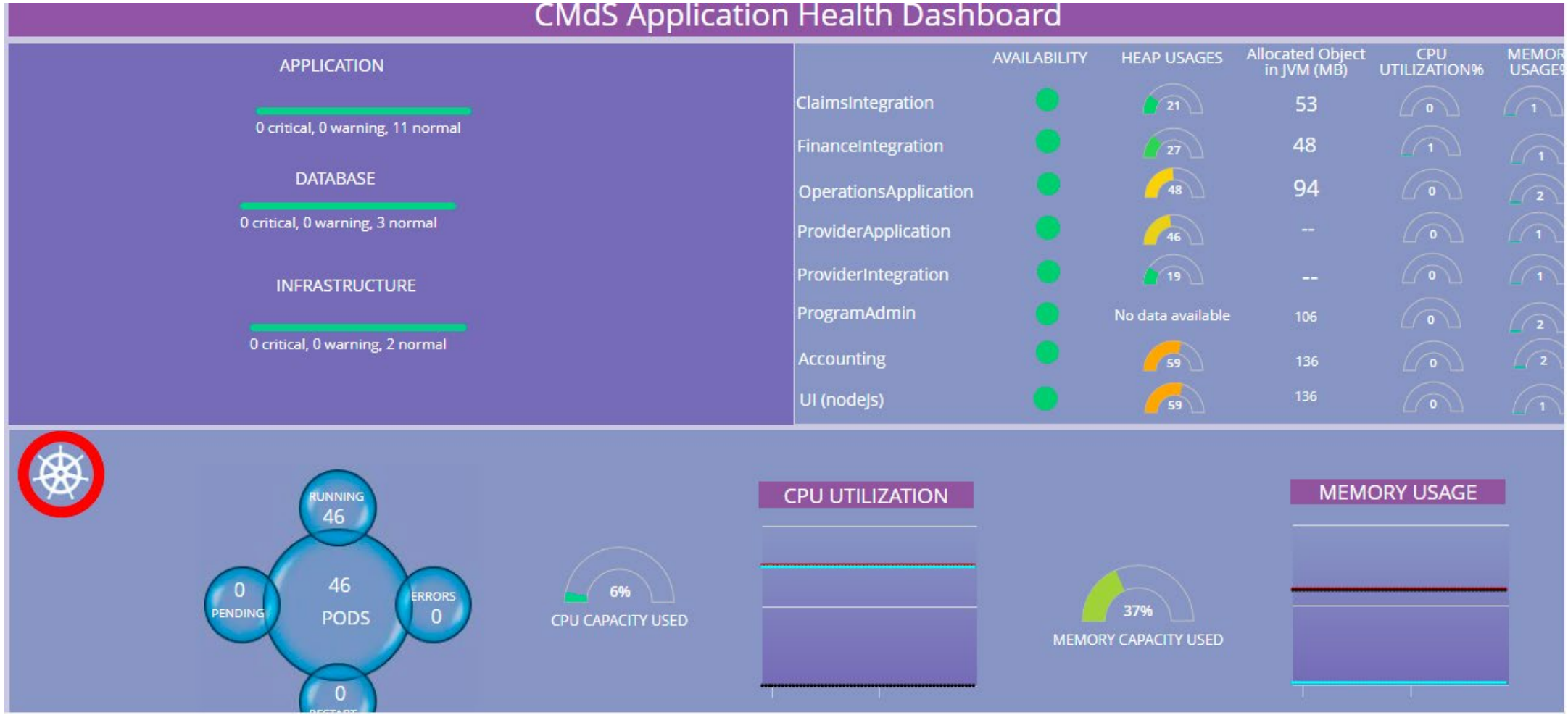
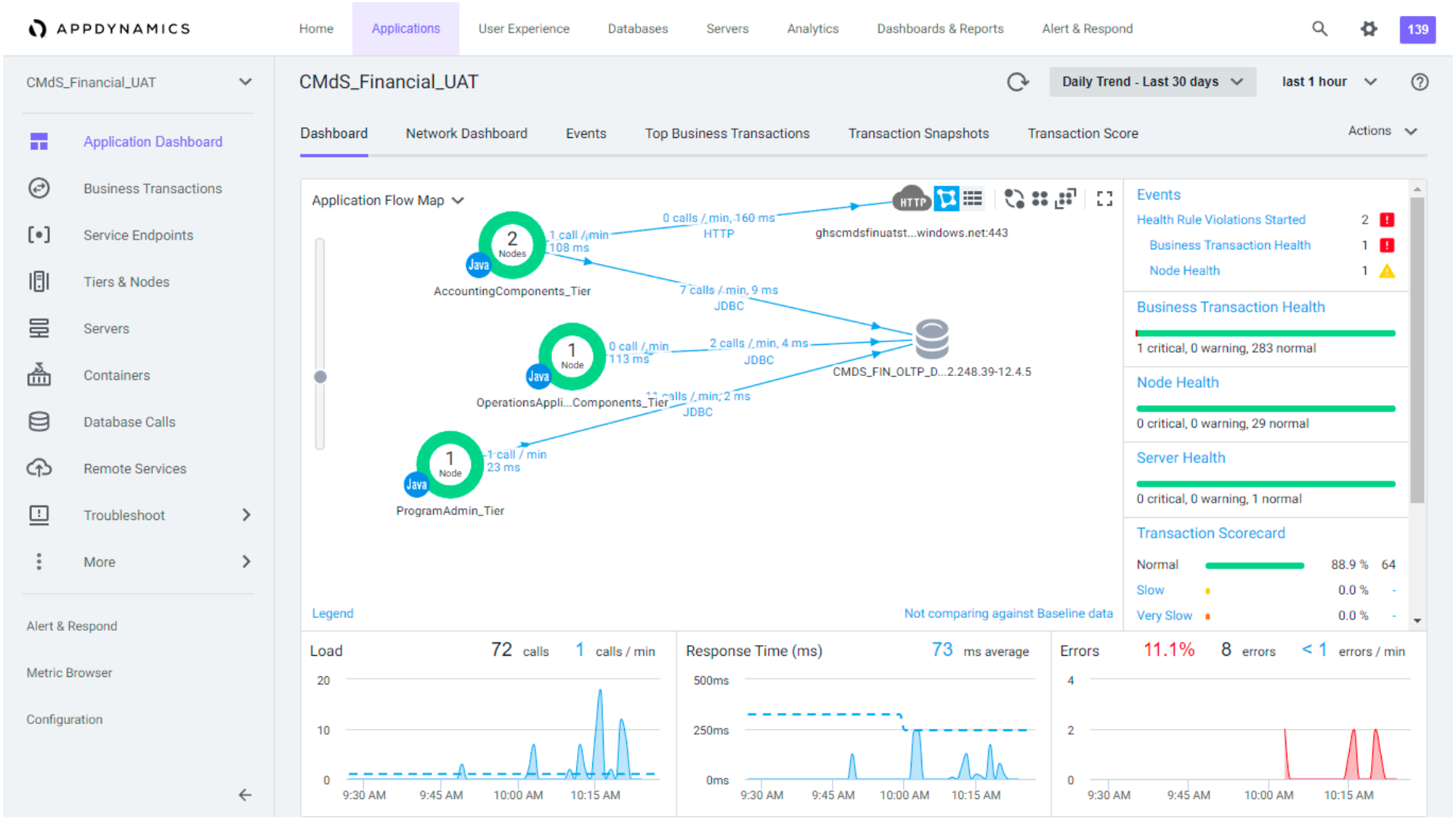
System Overview - Monitoring



System Overview - Monitoring



CMdS Security Capabilities

Secure Infrastructure

- Four-tier layered firewall network architecture
- Secure single sign-on providing policy-based authorization and centralized session management
- Border gateway authentication and authorization via IAM before traffic is allowed to the trusted network
- Secure reverse proxy gateway providing intelligent proxy rules and access control

Threat Protection Services

- Intrusion detection sensors and event correlation SIEM
- Antivirus, anti-malware, device control, and host intrusion prevention protection
- Monthly network, OS, database, and application scanning
- Enterprise log management
- SIEM correlation engine
- Web application firewall
- Carrier level DDOS protection

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Application Development

- Input validations, exception management, etc.
- Automated code scans, review, and remediation
- Trusted applications
- Segregation of duties
- Auditiong, logging, and session management
- Configuration management

Encryption Services

- Full disk desktop encryption
- Encrypted storage area networks
- Encrypted tape backups
- Database encryption
- File transfer with data transport security and file encryption

Data Leakage Prevention Service

- Secure Gateways (includes Cyber, File Transfer, Admin, etc.)
- Multi-factor authentication
- Secure web gateway with web filtering

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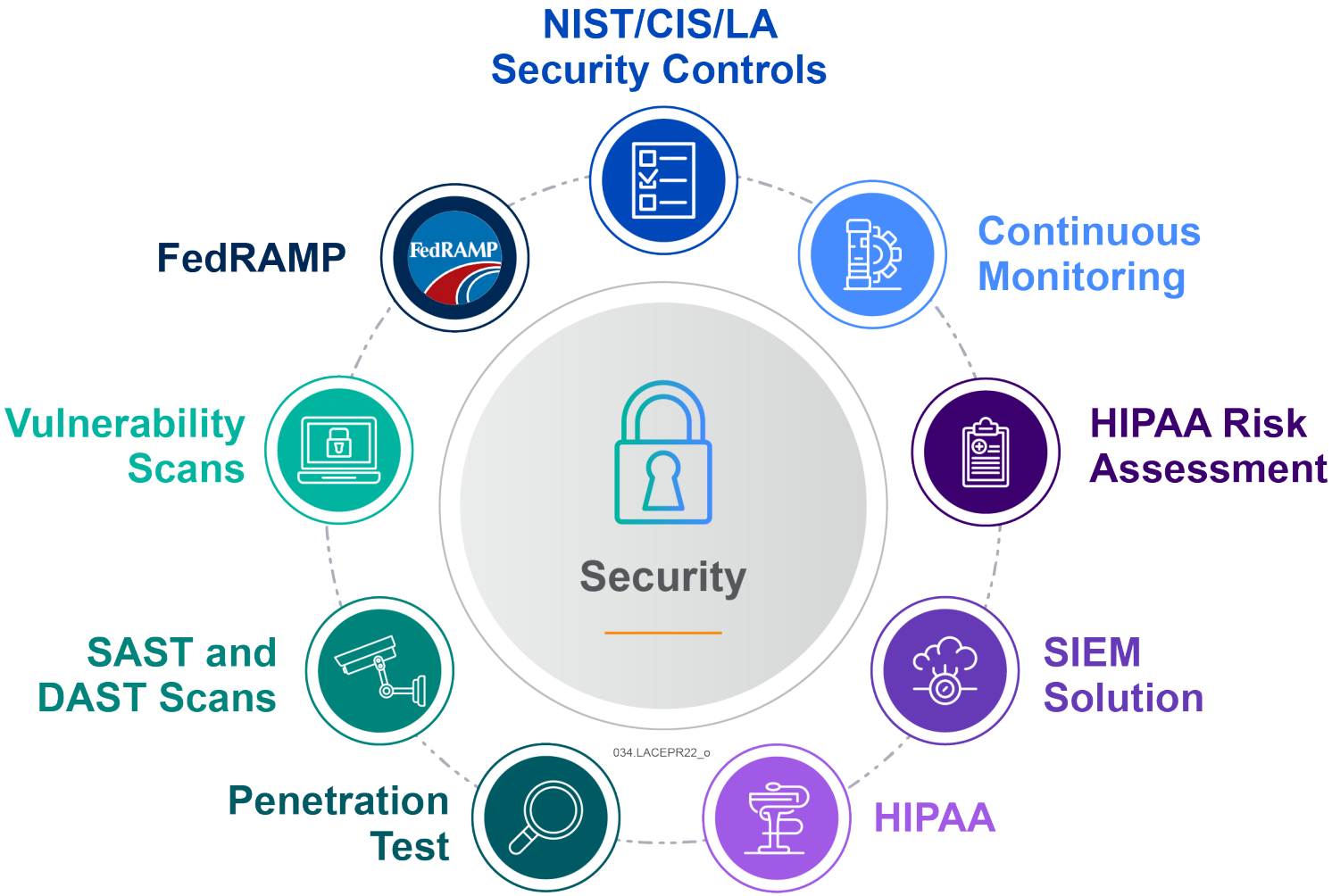
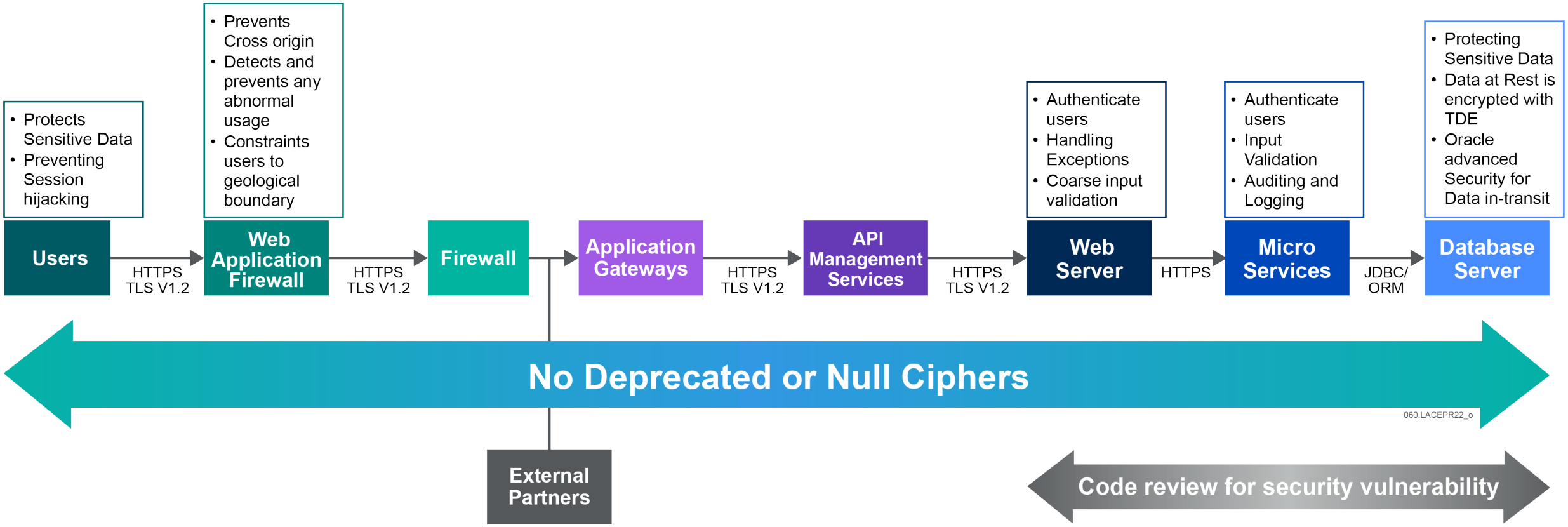
CMdS Security Components



CMdS Application Security



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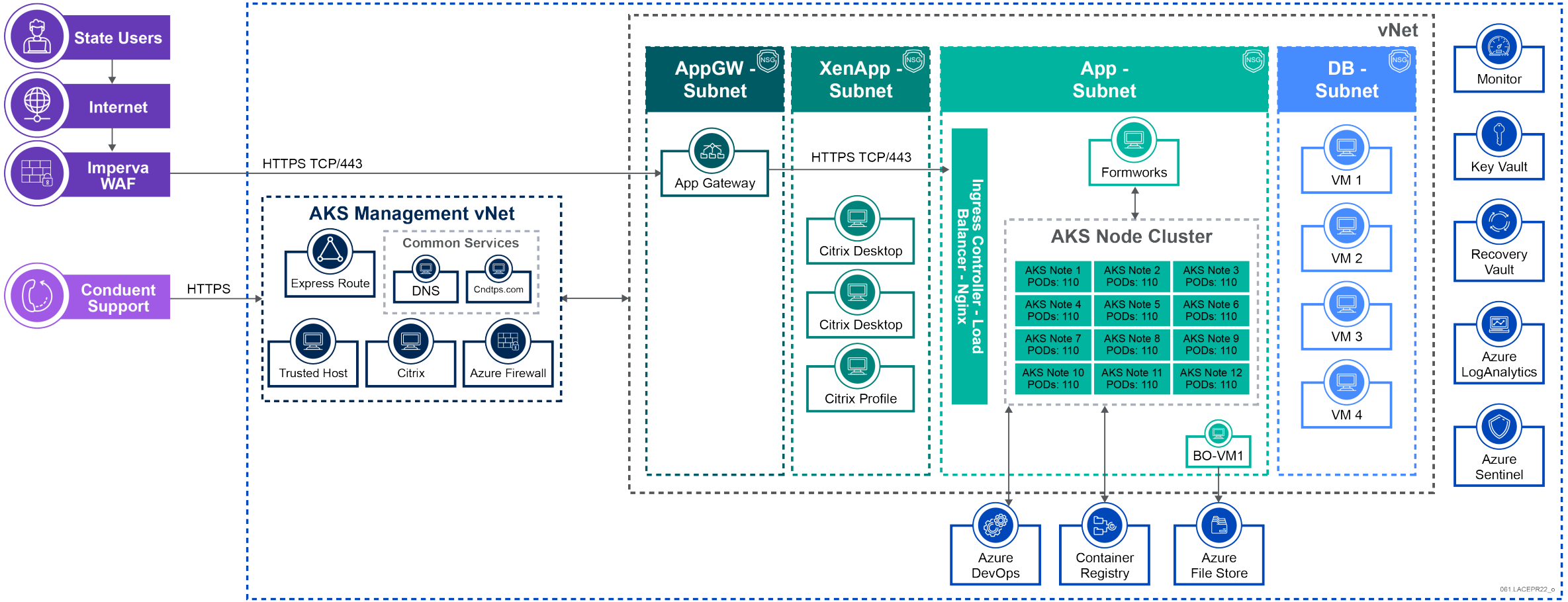
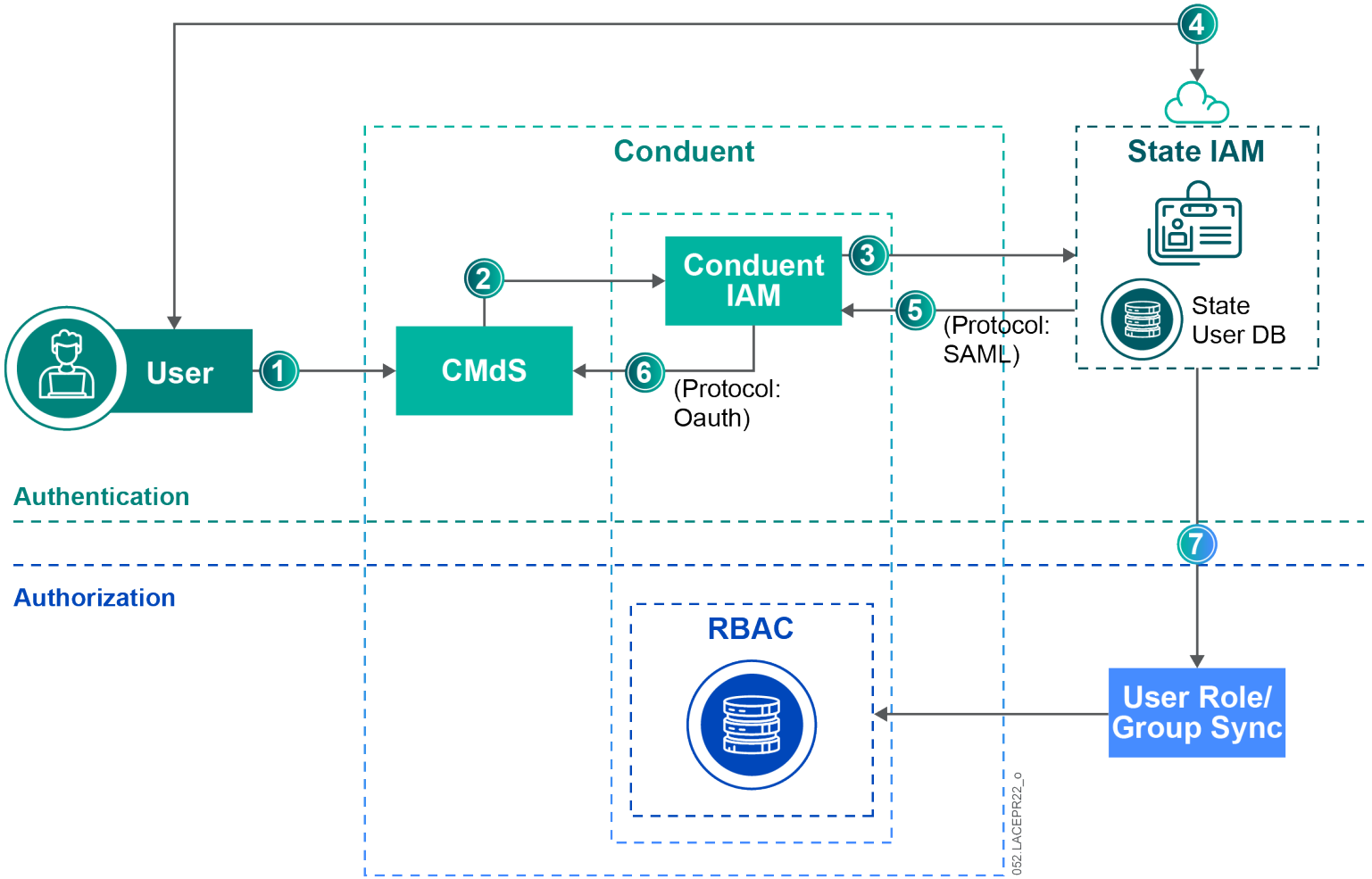
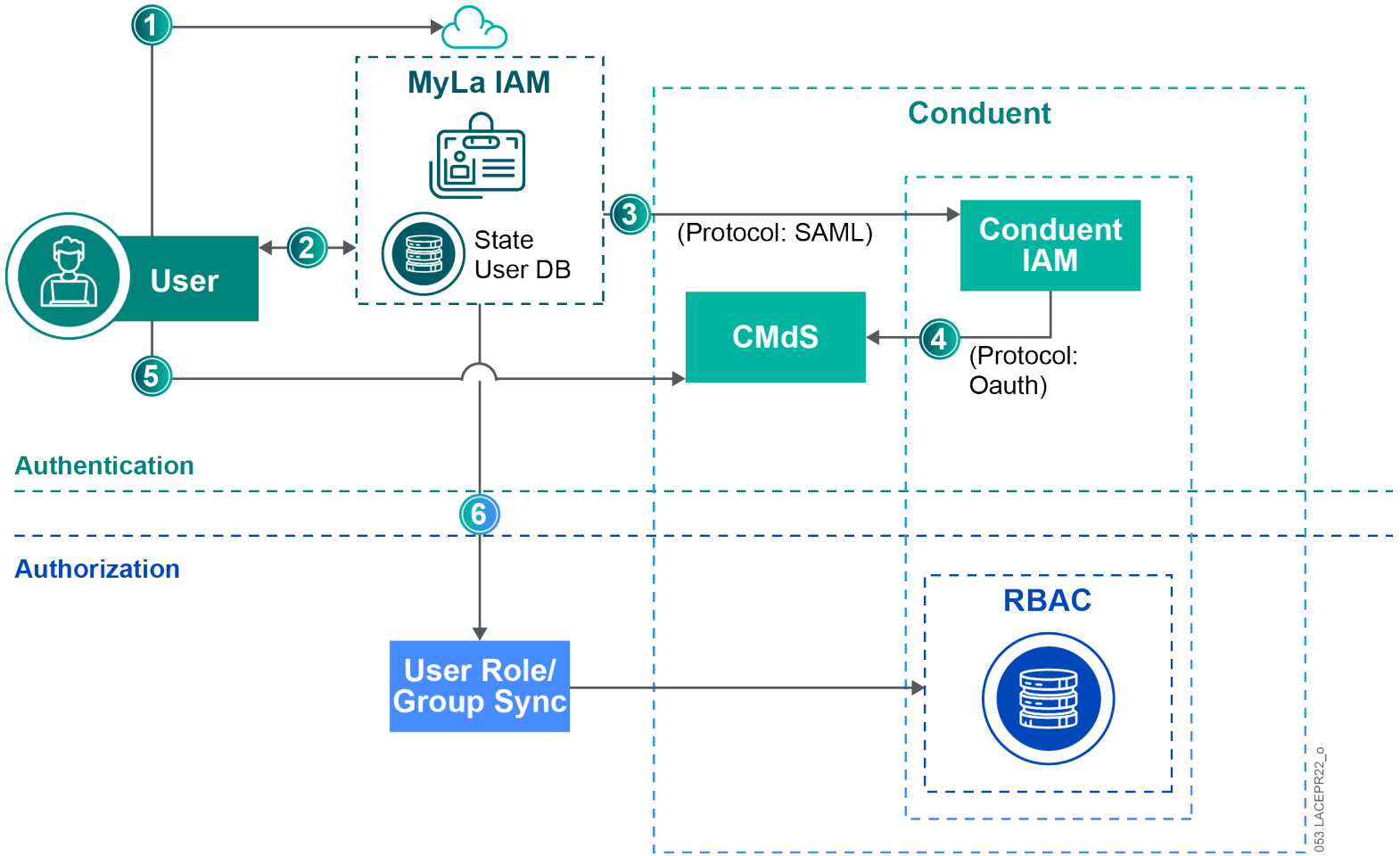
CMdS Infra Security



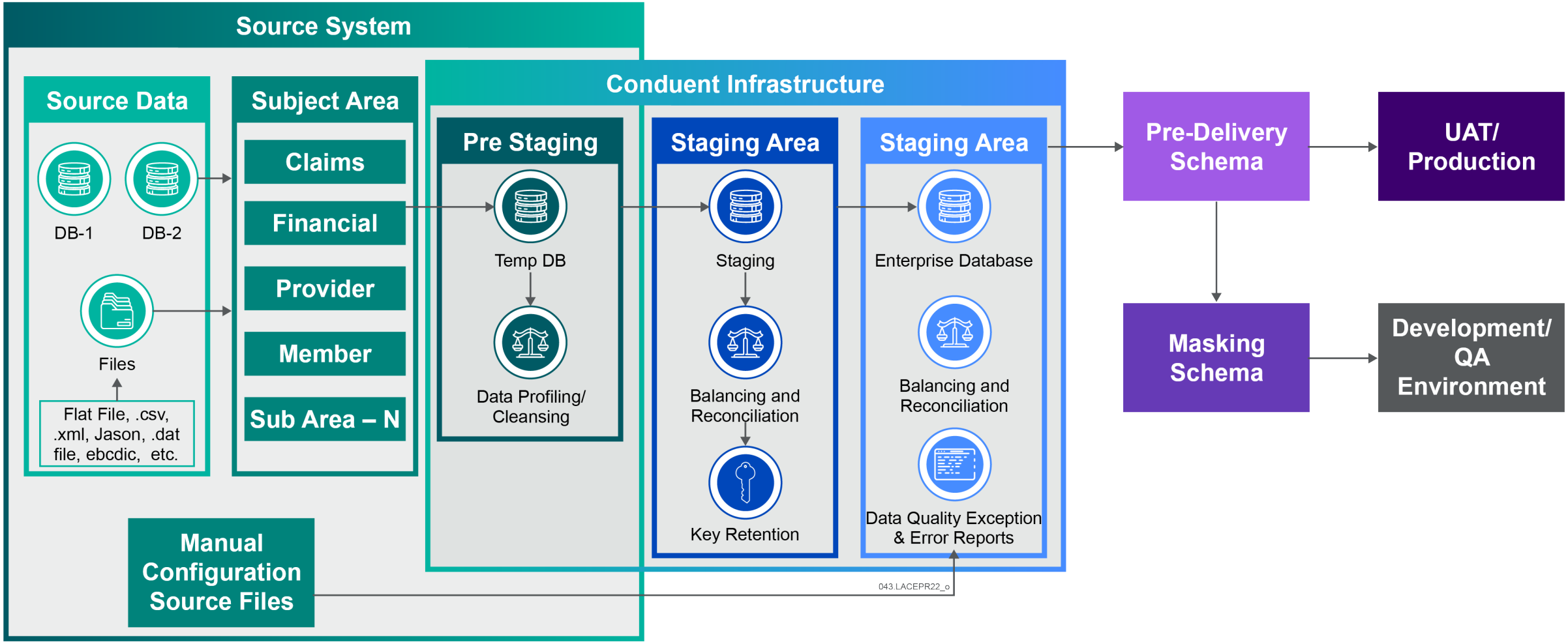
Service Provider Initiated Authentication Flow/IAM



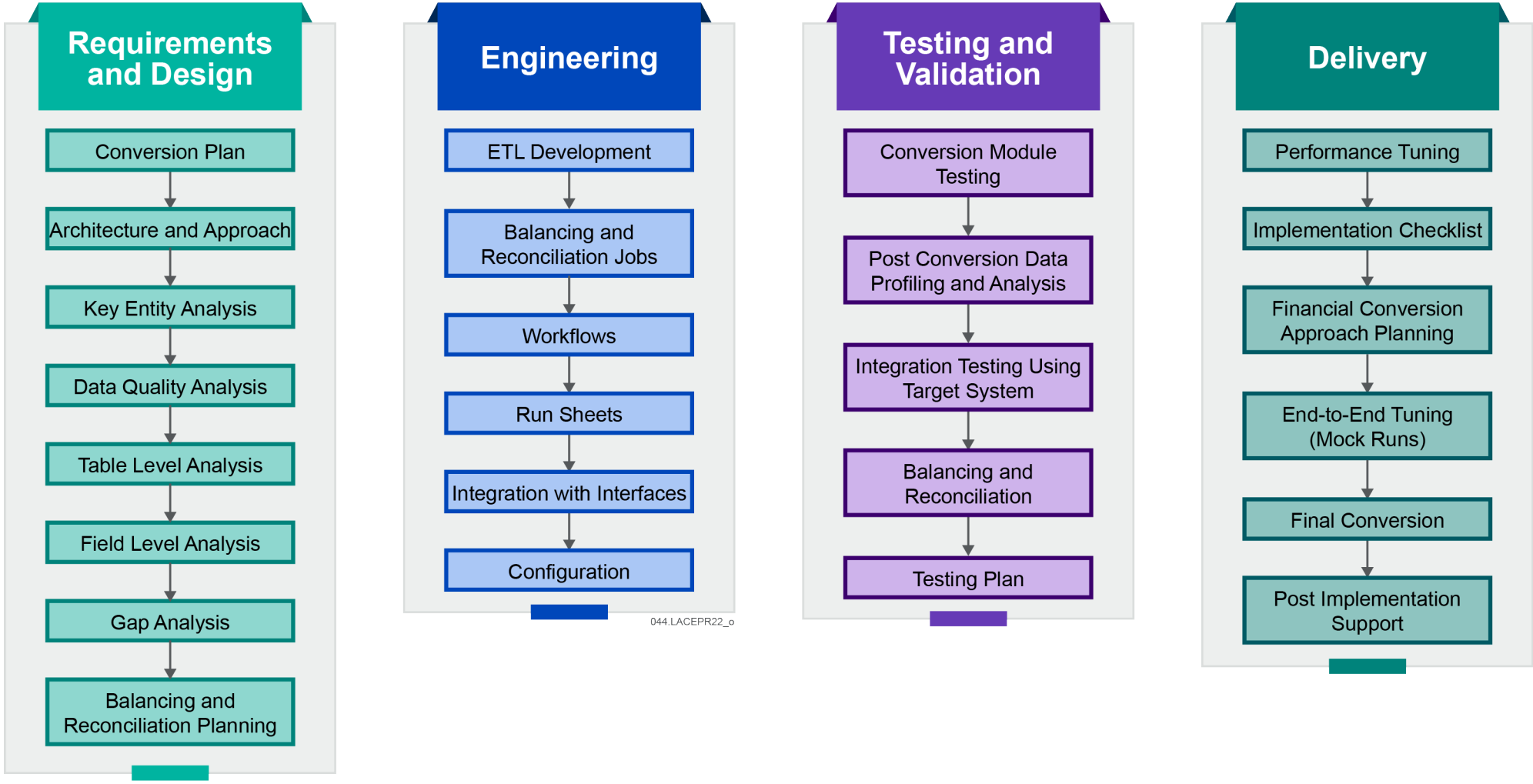
Identity Provider Initiated Authentication Flow/MyLA



Data Conversion Architecture



Conversion Lifecycle



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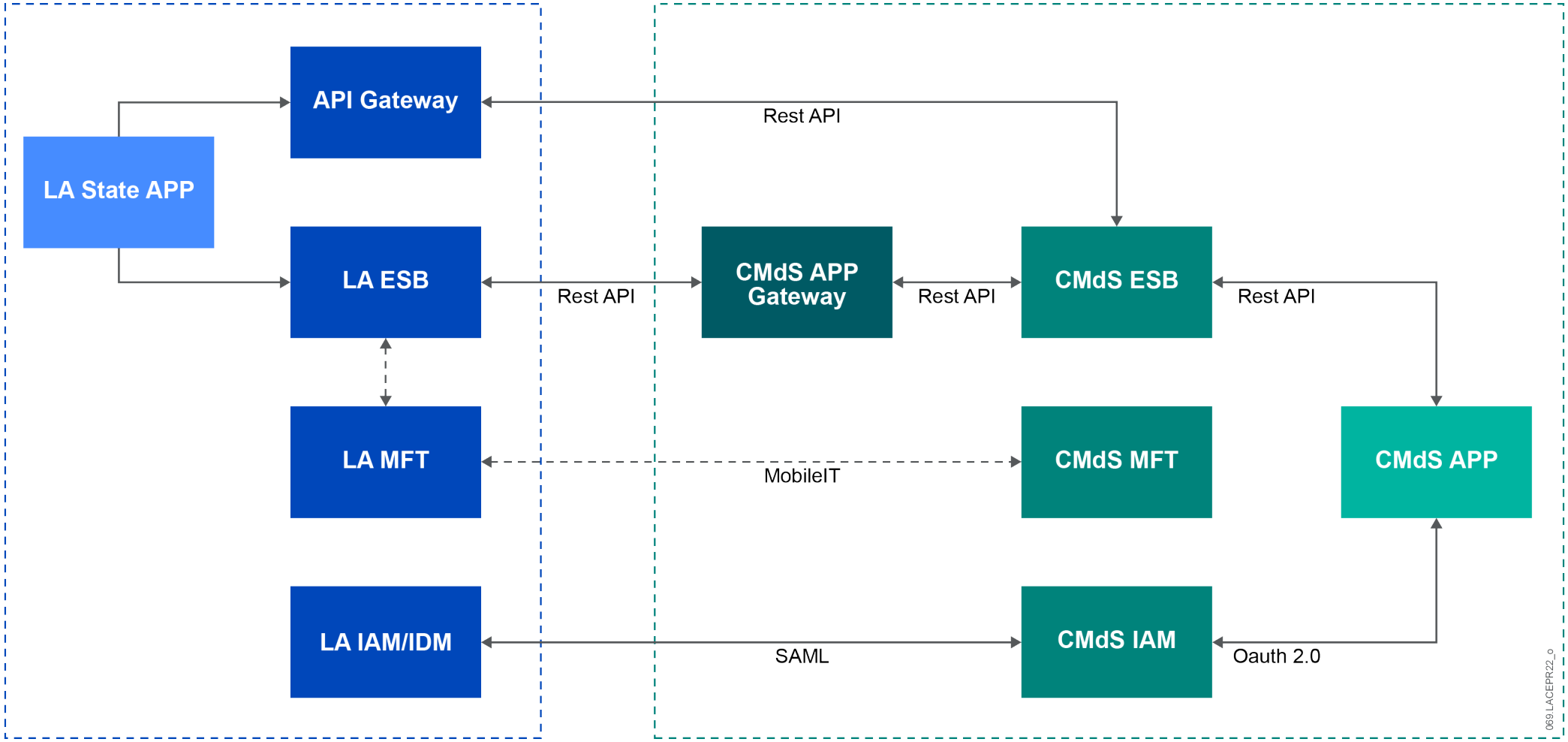
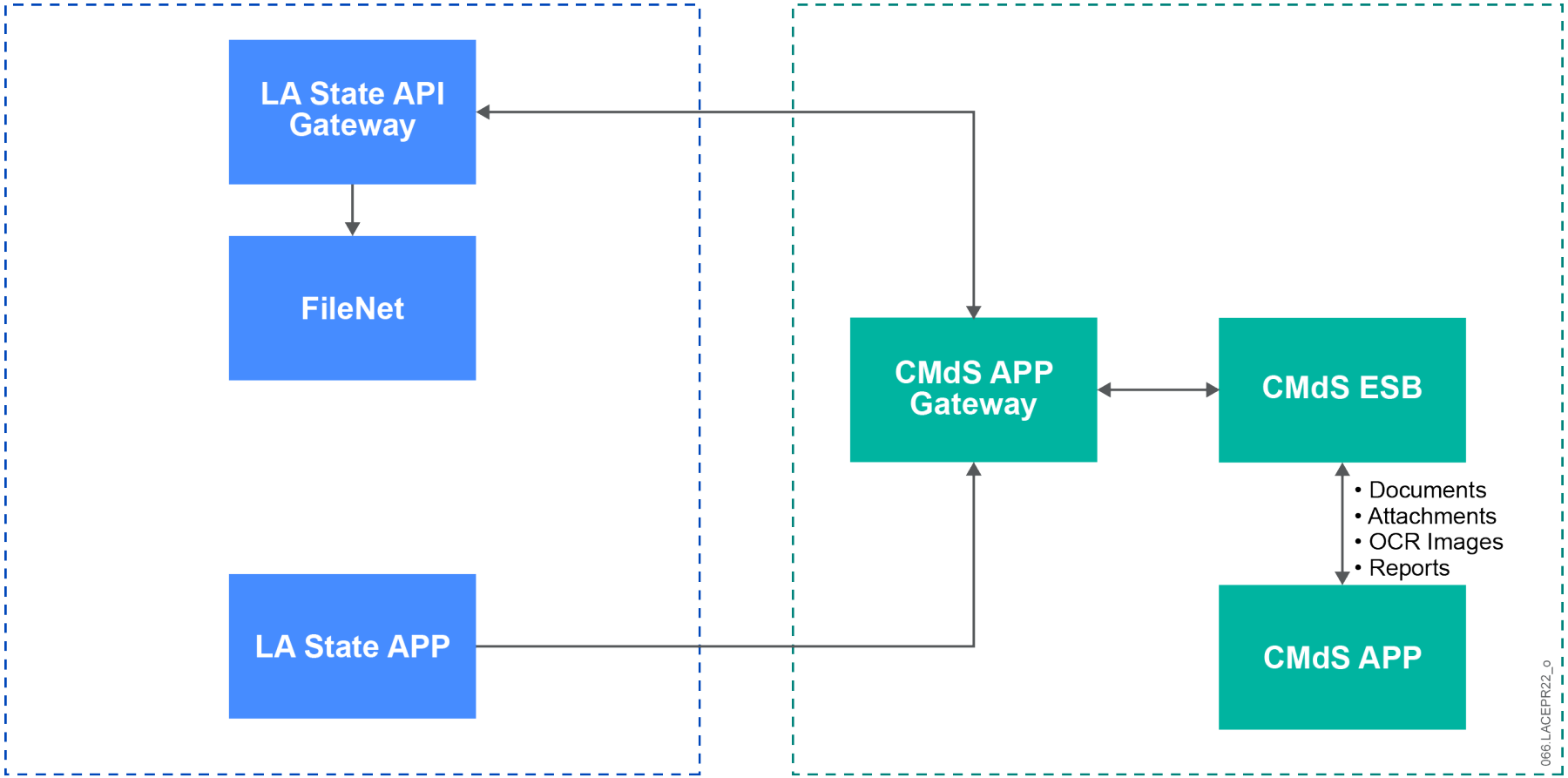
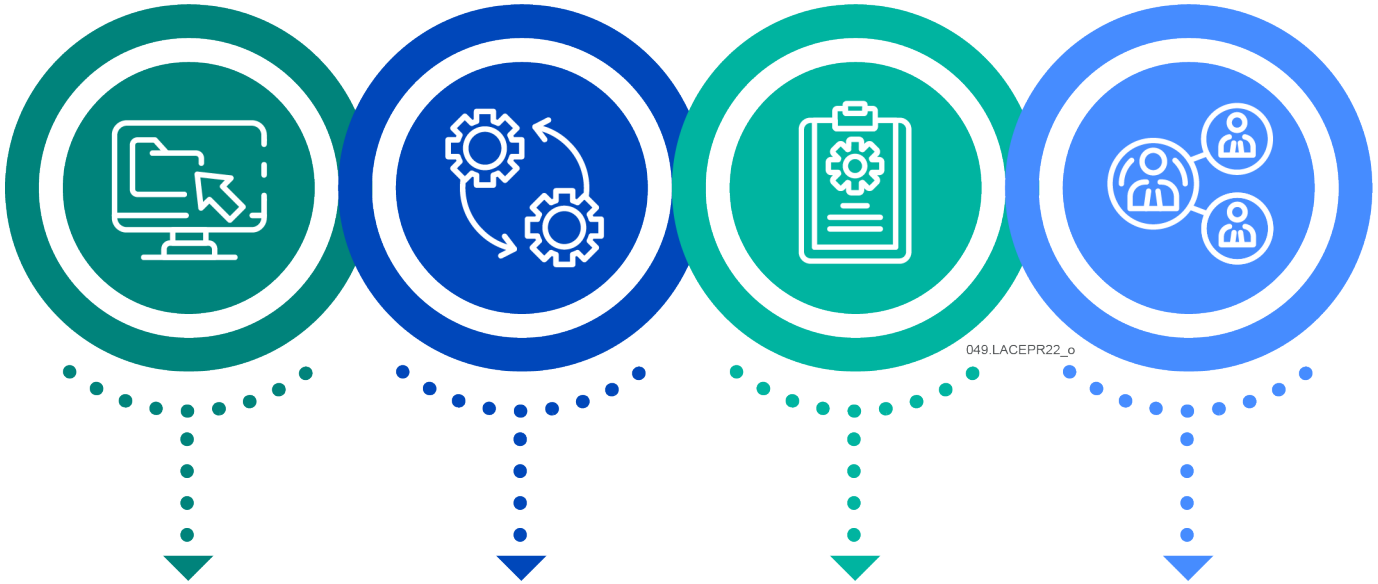
Enterprise Architecture Integration



Approach to Document Generation and Storage



API Catalog, API Lifecycle and Policies, and API Security



Swagger Development Portal

Provides access, control, testing, and documentation

Azure API Lifecylce Management Plane

Controls the journey from design through retirement

Azure API Policy Management Plane

Controls the policies that help guarantee the security of the API

Azure API Gateway

Connects API providers and consumers

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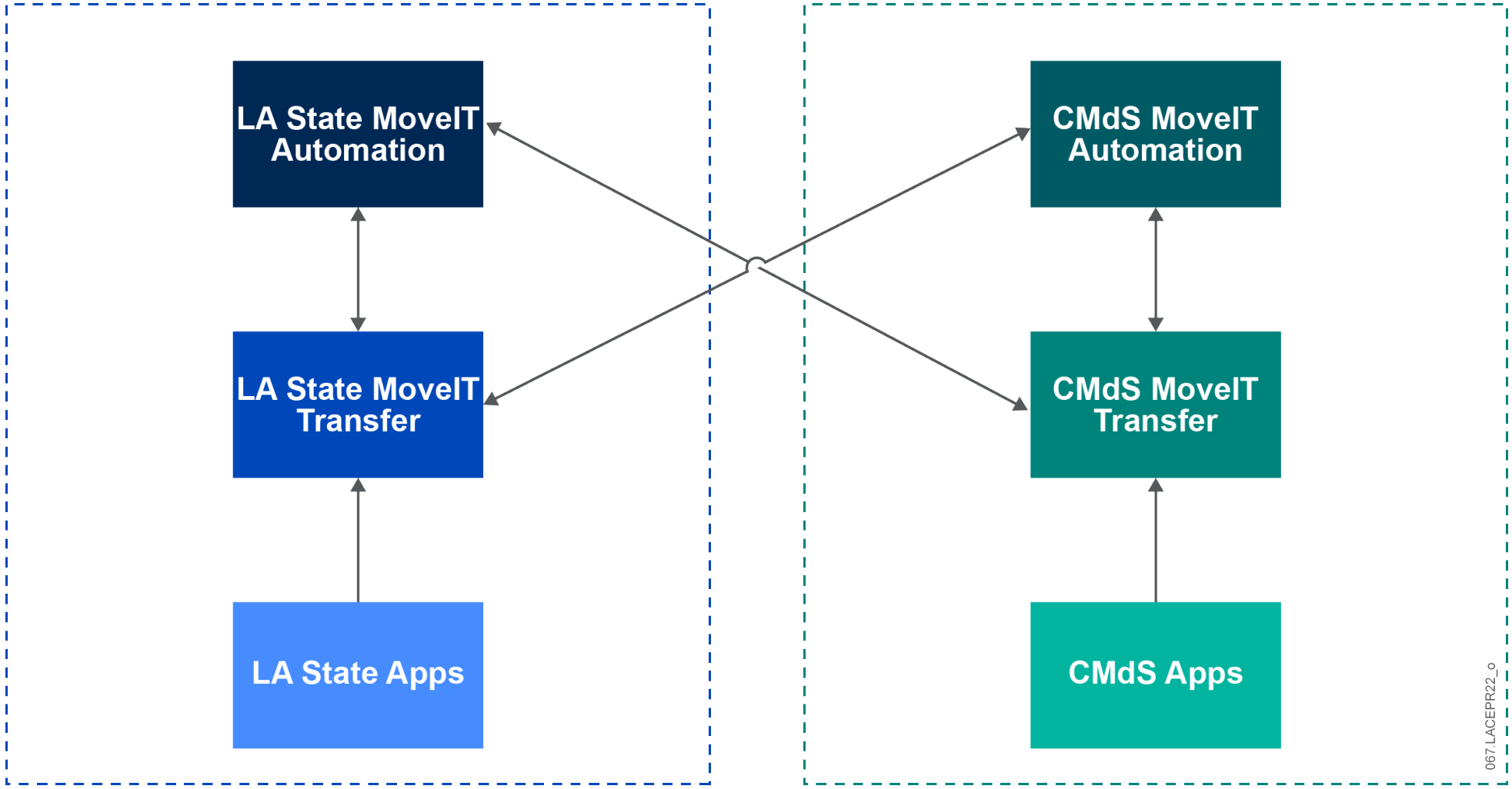
Managed File Transfer



Business Rules Integration

Business Rules Management

Rules are:

- Authored by business users
- Written in layman's terms
- Centralized and auditable
- Externalized and shareable
- Versioned and time-sensitive

Benefits	Features
Better adjudication visibility	Integrated with data model
Faster development and implementation	Analysis and debugging tools
Efficient rule processing for high volumes	What if scenario analysis
Tested, ready-to-use rules library	Rule duplicates, overlaps and conflicts analysis

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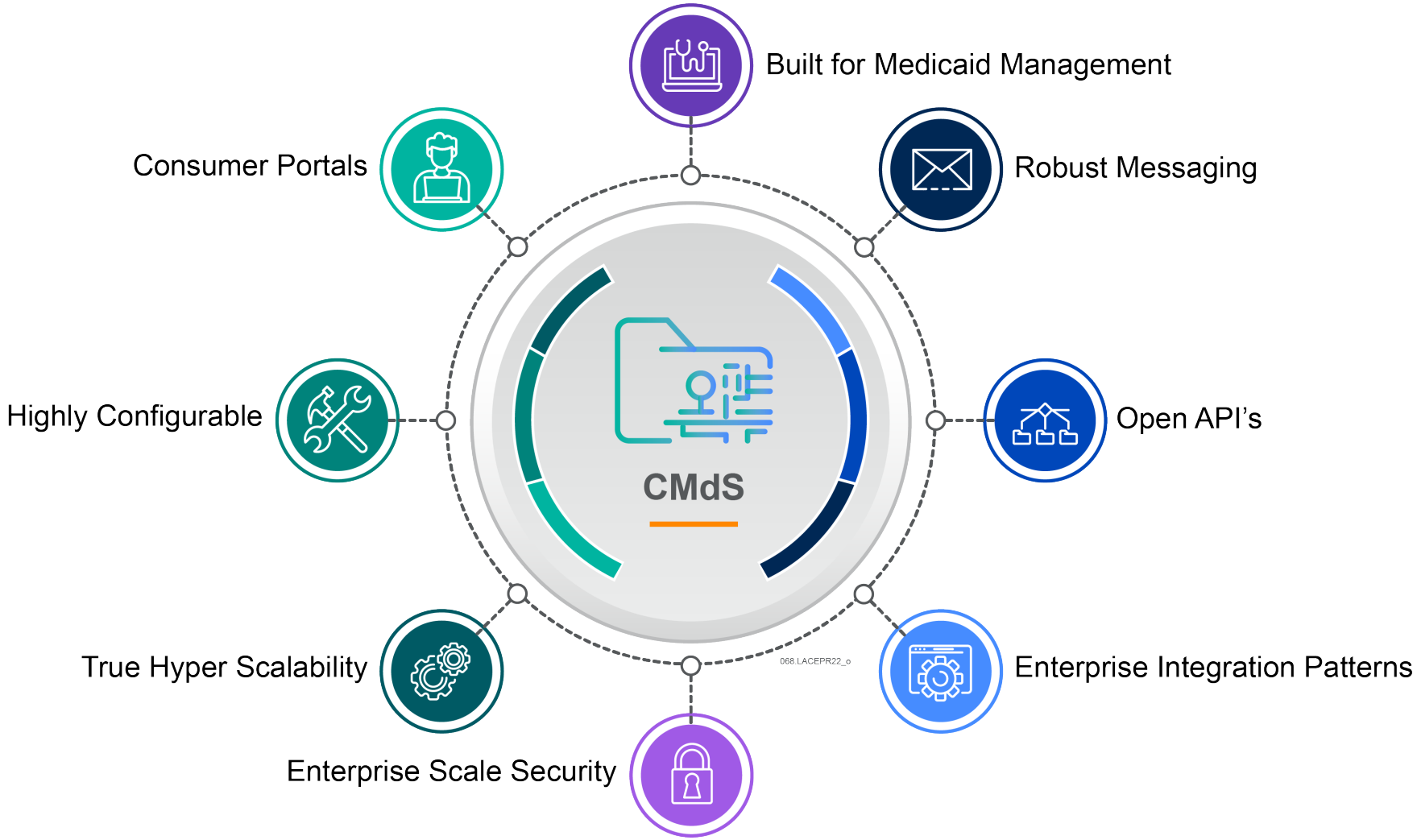
System Overview Conclusion



Break

Together: Building a Stronger LDH and a Healthier Louisiana

Project Proposed Timeline, Assumptions, and Prerequisites

Sam Moore
Director, PMO
Implementation

Together: Building a Stronger LDH and a Healthier Louisiana

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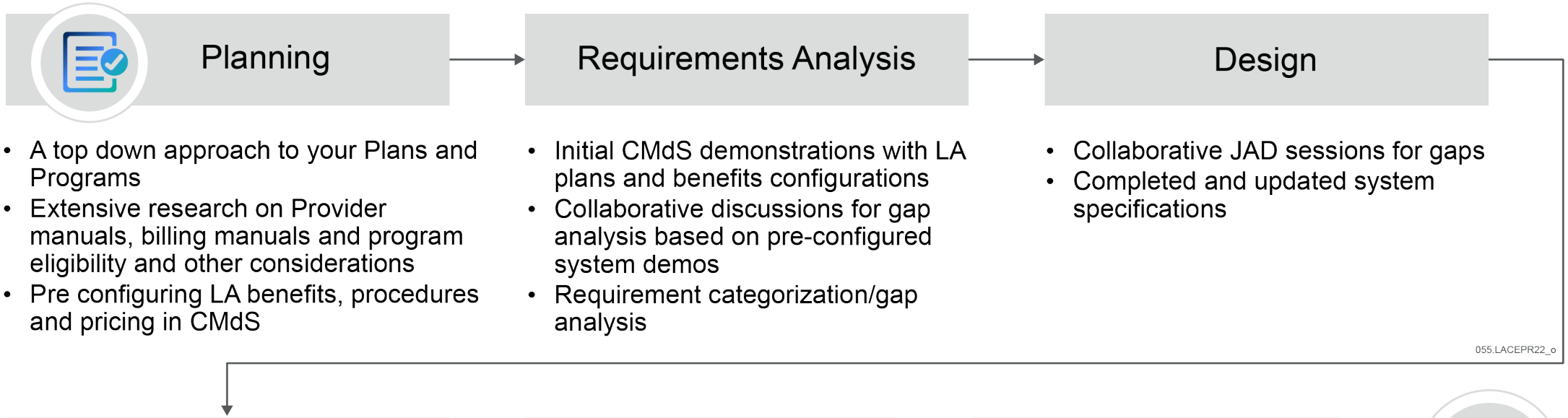
Project Overview



"You can't manage what you don't measure" – Peter Drucker

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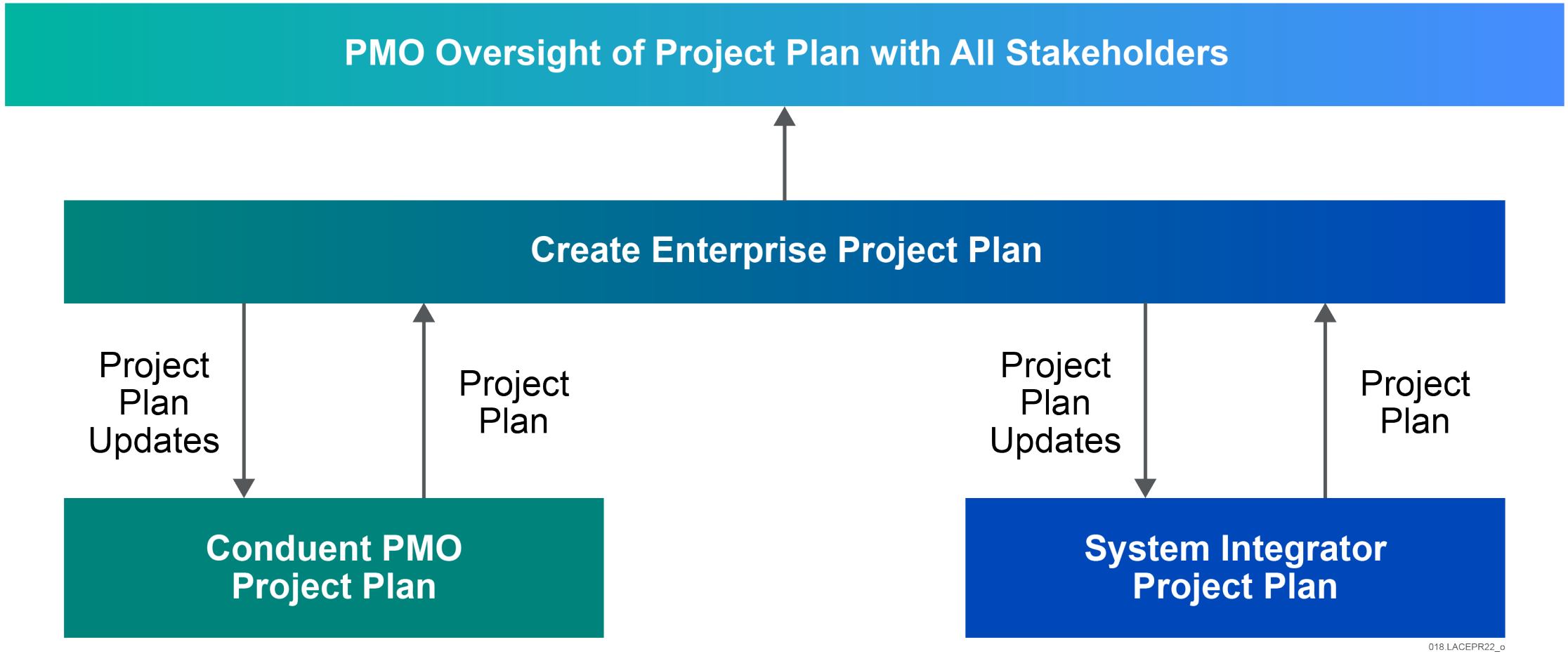
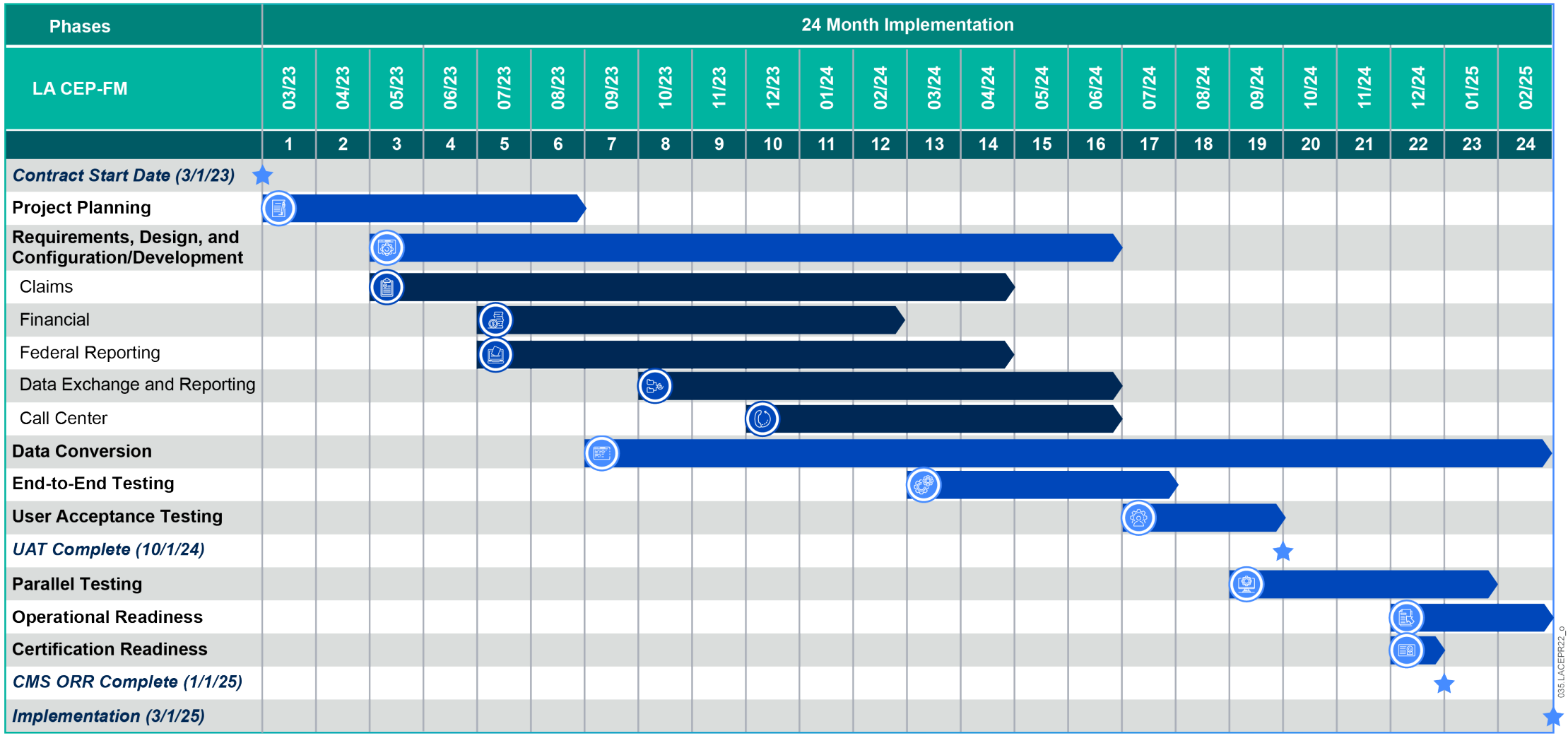
Project Overview



Project Proposed Timeline



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Project Proposed Timeline

Key Features

- **24-month implementation period**
- **Early base product demonstrations with the Department to assist in requirements analysis**
- **Staggered approach to module development that considers the time needed from Department SMEs to participate in requirements analysis, design, configuration, and development meetings**
- **Extensive testing to confirm our solution functions according to your requirements**
- **Parallel testing to confirm processing results are consistent with the legacy system**

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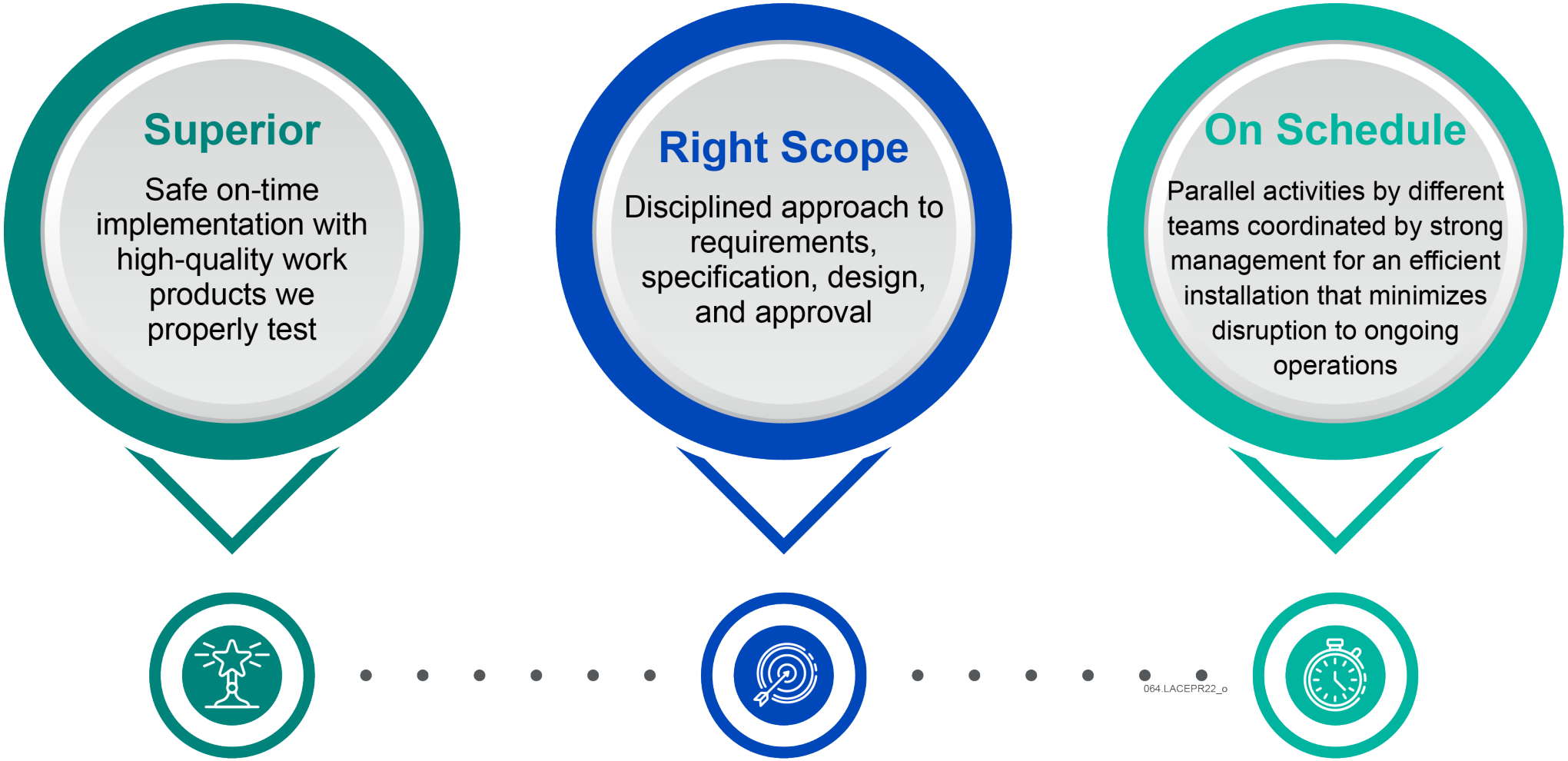
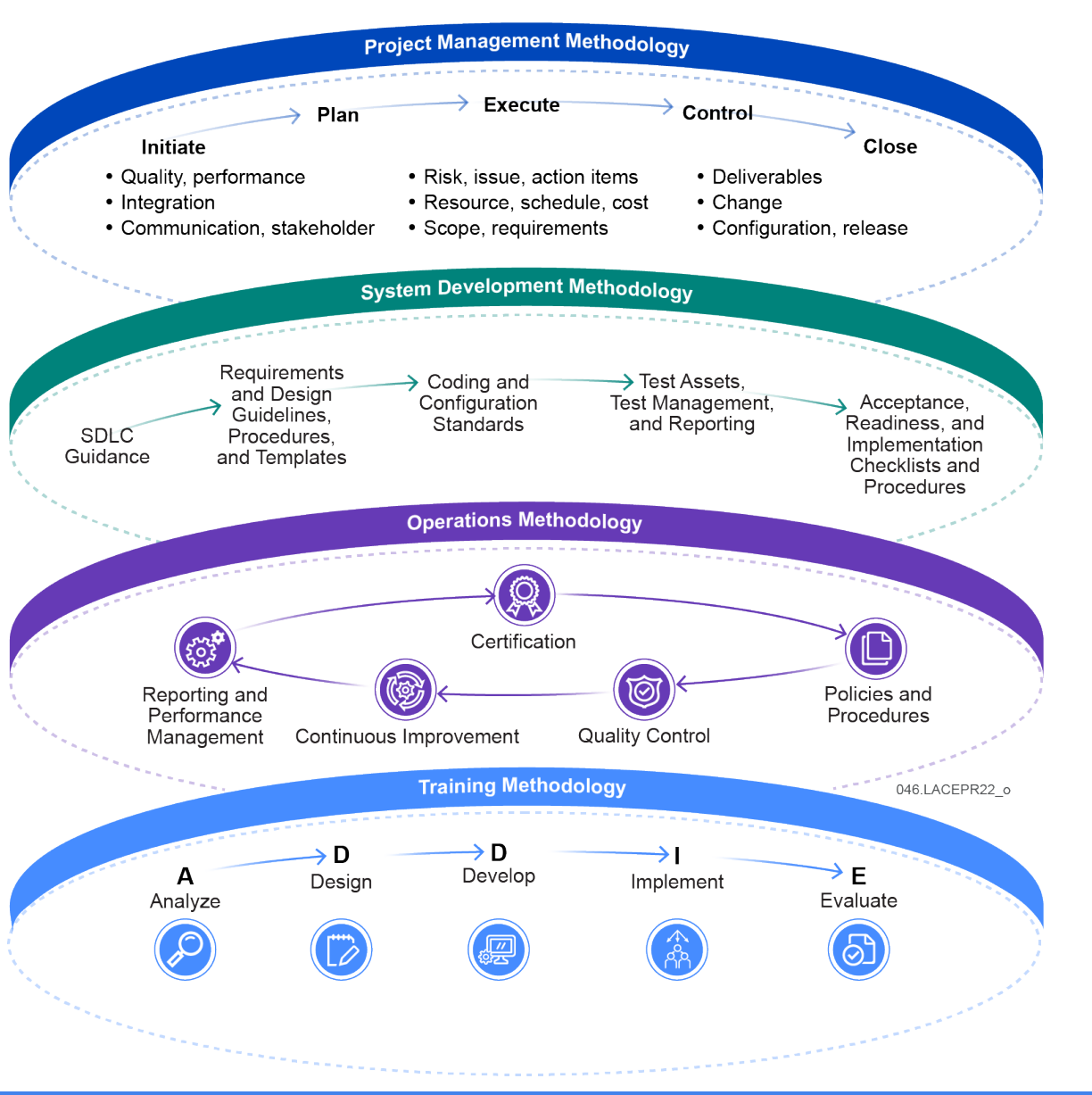
Project Timeline Key Concept



Conduent's Quality Management System (QMS)

- Project Management Methodology
- System Development Methodology
- Operations Methodology
- Training Methodology



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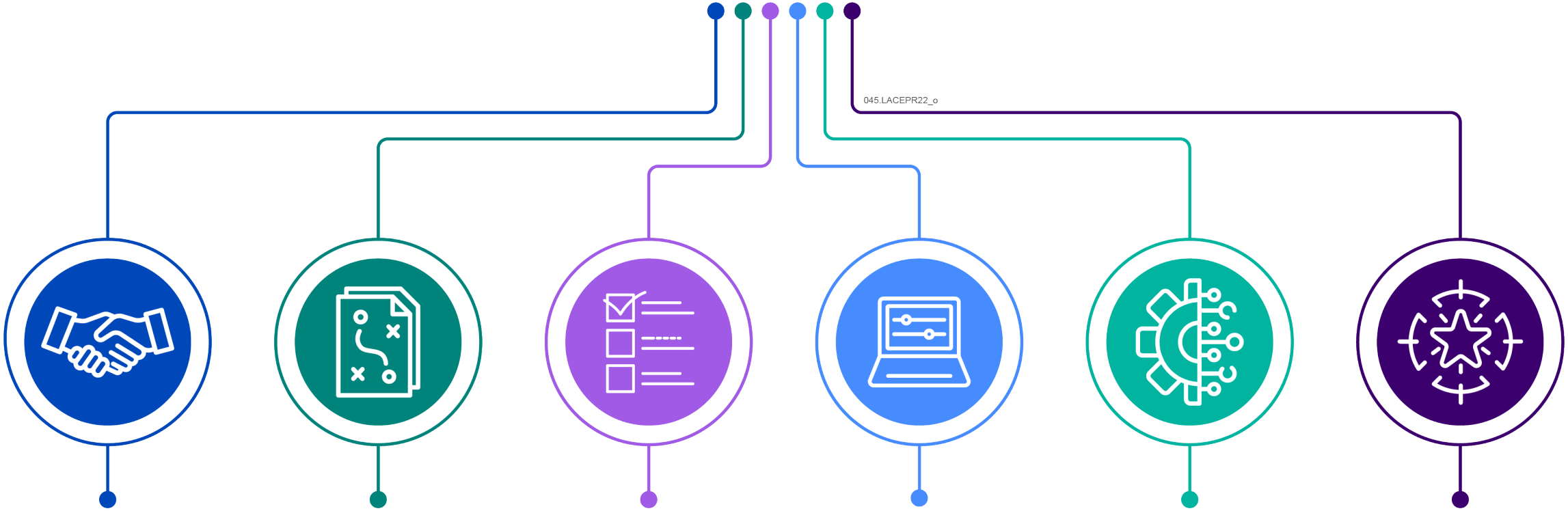
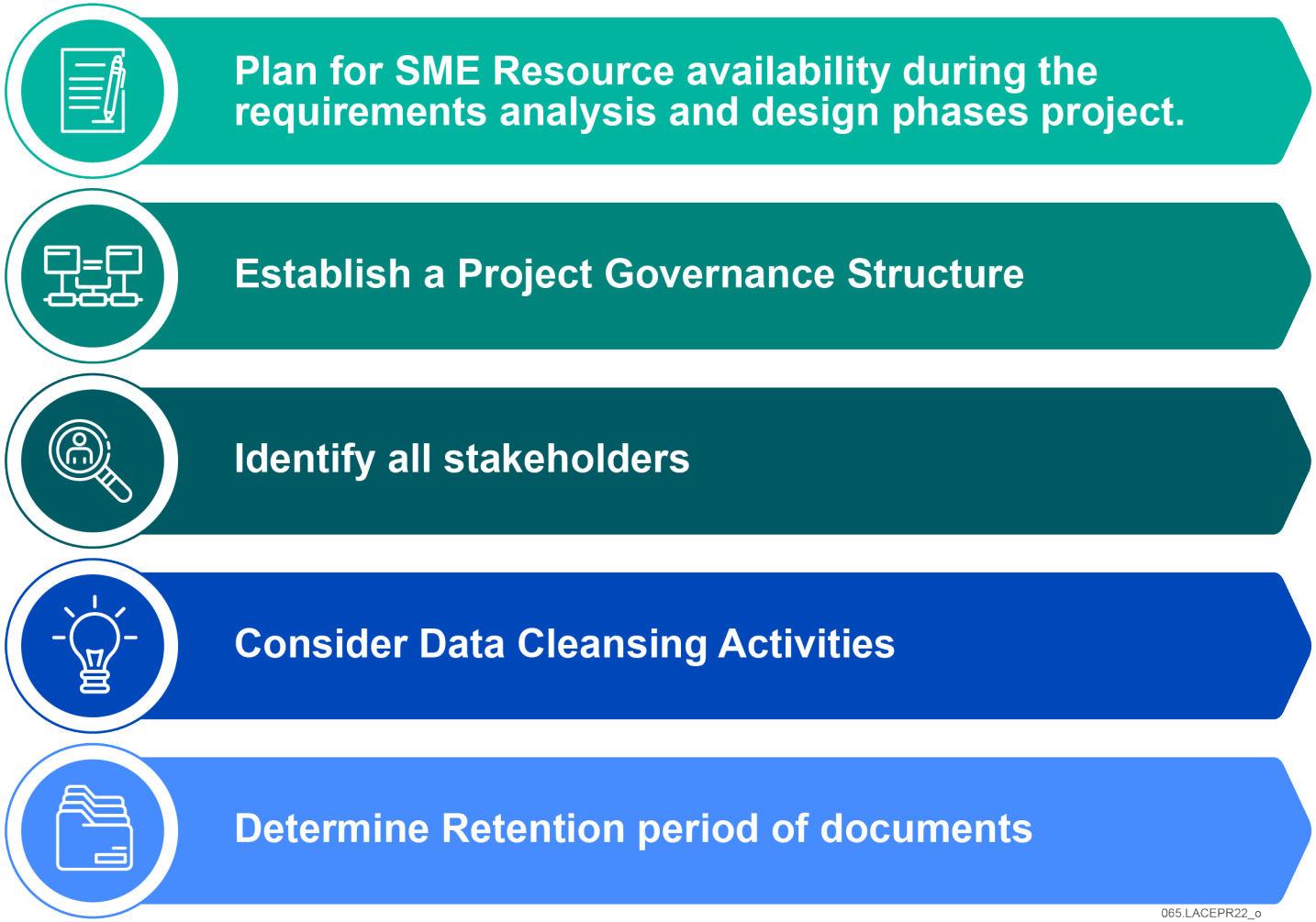
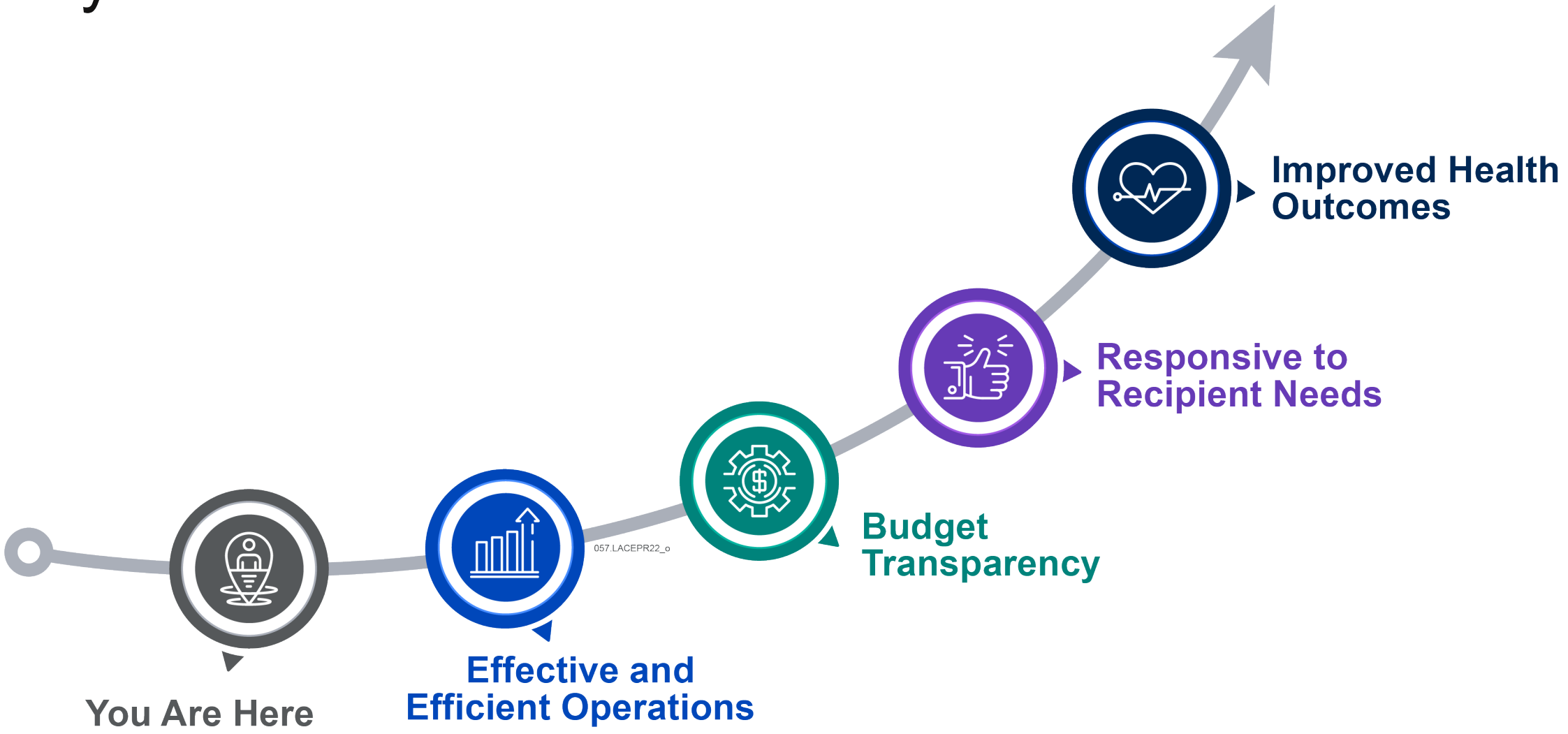
Critical Success Factors



Assumptions and Prerequisites



Why Conduent?



Questions and Answers

Tim Larroux
Louisiana Account Executive

Together: Building a Stronger LDH and a Healthier Louisiana

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