

Support for Formal Sector schemes and Configurable Claim Workflow in openIMIS

Two-Sentence Overview

This Technical application proposes to enable the coverage and management of health insurance schemes in the Formal Sector (for people with regular wages and normal work hours), further improving the claim review process by establishing a configurable claim workflow engine and building the community by integrating the users' organizations.

These developments will be achieved under the new modular openIMIS architecture by migrating the required modules from the legacy system, integrating with specific external systems and by developing new modules based on the specifications developed by Swiss Tropical and Public Health Institute (Swiss TPH), the designer and developer of openIMIS, and with the IT support of SolDevelo, one of the main contributors to openIMIS.

High-Level Budget Summary

	Work Package 1 Formal Sector	Work Package 2 Configurable workflow	Work Package 3 Community support	Total Cost (USD)
Total Project Costs	\$ 176,950.00	\$ 84,190.00	\$ 34,010.00	\$ 295,150.00

Executive Summary

In order to achieve the project's goals, the following main activity areas need to be pursued:

- A. Develop and agree on the specifications for the Formal Sector schemes and the configurable Claim Workflow together with the End Users and Implementers Committee;
- B. Migrate the required legacy modules to the new architecture and new technologies;
- C. Develop new modules to support the Formal Sector schemes and configurable Claim Workflows;
- D. Perform a number of community building activities to integrate into the users' organizations (requirements gathering, user acceptance testing, creation of community forum, etc.)

These activities will be achieved by the unique expertise and knowledge in this sector by the consortium of Swiss TPH and SolDevelo. The work will mainly take place in Switzerland and Poland, but in-country workshops will be organized to integrate end-users into the development process.

Based on the in-house expertise, openIMIS was specified and developed from the beginning by Swiss TPH. As a result, Swiss TPH acquired a deep knowledge of the system, permitting Swiss TPH to draft the first specification of the Formal Sector scheme integration, shared with the openIMIS Initiative. Moreover, Swiss TPH is mandated to support several openIMIS implementations, which will allow the development of this project to follow the [Principles for Digital Development](#) and involve end-users in the specification, development and testing processes. SolDevelo has experience with both legacy and new modular openIMIS, facilitating the migration of modules and the development of new modules.

Consortium Team

Swiss Tropical and Public Health Institute (Swiss TPH), Switzerland

Swiss TPH is a world-leading institute in global health with a particular focus on low and middle-income countries with a staff strength of over 850 staff from 80 different nations currently active in 300 projects across 100 countries. Swiss TPH will be responsible for technical project management, providing the health insurance domain expertise as well as contributing their knowledge and experience of design and implementation of openIMIS. This will include drafting of business and technical specifications, supporting the system and architecture design, facilitating user engagement in solutions design and acceptance testing.

Swiss TPH's relevant experience includes the design and implementation experience from the birth of the Insurance Management Information System (which is the genesis of the openIMIS Initiative) in Tanzania. And then subsequently the transfer of the solution to Nepal and implementing projects in Cameroon, DRC, and Chad. openIMIS relevant experience is further summarized [here](#). In addition, Swiss TPH is also implementing projects focused on systems' interoperability specifically the integration of health systems with Civil Registration and Vital Statistics (CRVS) system (under the Bloomberg Data for Health Initiative) and integrating them as tracked entities in DHIS2. Swiss TPH is also a part of the advisory group for OpenCRVS.

Qualifications of key members:

- Patrick Delcroix:
 - Product manager (MBA and MSc. Electronics) at Swiss Tropical and Public Health Institute (Swiss TPH)
 - 6 years of experience managing ICT projects
 - 1.5 years of experience managing services
 - PMP and Prince2 Certified Project Manager
 - Other certifications: ITILv3, Six Sigma, Scrum master
- Siddharth Srivastava:
 - Health Financing Specialist (MSc. Operational Research) at Swiss Tropical and Public Health Institute (Swiss TPH)
 - Over 10 years of experience in health insurance projects in Lower Middle-Income Countries (LMICs: India, Nepal, Bangladesh, Cambodia, Cameroon, Tanzania, Kenya, Malawi; backstopping roles in Chad and DRC)
 - Insurance Information systems design (capturing and documenting user requirements) and implementation (including capacity building) experience
 - IMIS/openIMIS design and implementation experience since 2013 in all implementation sites of openIMIS - Tanzania, Cameroon, Nepal, DRC and Chad
 - Project Manager/Project Coordinator experience across national teams for GIZ openIMIS mandates and insurance projects in Nepal, Cameroon and Kenya.
 - Experience of implementing other eHealth open-source software packages like DHIS 2 and Open Data Kit
 - Experience in marketing, capacity development and community building for openIMIS
- Dragos Dobre
 - IT System Architect (PhD. Automatics and Computer Science, MSc. System Engineering) at Swiss Tropical and Public Health Institute (Swiss TPH)
 - Management of software life cycle (from specification to development to deployment)
 - Design, development, and maintenance of open-source applications
 - openIMIS design, development and implementation experience since 2018 in implementation sites of openIMIS - Tanzania, DRC, and Chad
 - Project Coordinator experience across international teams for GIZ openIMIS mandate
 - OMG-Certified Systems Modeling Professional™

SolDevelo, Poland

SolDevelo is a well established IT company (+80 staff) focused on delivering high-quality software and innovative solutions. SolDevelo will be responsible for the software development of modules migration from legacy to new openIMIS and the development of new modules.

SolDevelo is involved in several openIMIS projects, including maintenance and support project, HL7 FHIR module development, openIMIS integration with openMRS and enhancing the security of the legacy system. SolDevelo has been involved in many opportunities that have required the skill sets relevant to this particular project. Examples include OpenMRS (core contributors), HL7 FHIR (OpenMRS Sync 2.0 module), nationwide micro-service based implementations (OpenLMIS), nationwide OpenHIE architecture based implementations (National Health Infrastructure project with such components like OpenELIS, DHIS2, OpenMRS and many other HIE compatible applications, health standards-based workflows for the Client Registry, Facility Registry, Health Management Information System, Shared Health Record, and Interoperability Layer).

SolDevelo Social Impact Foundation was created by SolDevelo in 2018. The purpose of the Foundation is to help the digital development projects in various ways, like cooperation, consultations, marketing activities, and community building. The Foundation is built upon the experiences of SolDevelo's work in this field. The Foundation's mission is to increase the impact of the Global Good IT projects that SolDevelo company has worked with. The Foundation is working with the OpenMRS community through various activities, such as reactivating and managing the Fundraising Committee and helping this initiative with marketing. SolDevelo Social Impact is also working with the UNICEF Poland on the Embassy of the Good Will projects through co-organizing events and building community around this initiative. The Foundation also worked with the City of Gdynia, Poland on the report of the Digital Capabilities of the Polish NGOs. SolDevelo Social Impact is cooperating with the Principles of Digital Development community, for example by creating the materials for their Advocacy Toolkit.

Qualifications of key members:

- Kamil Madej
 - Senior-level Java Developer/Team Leader (BSc. Engineering) at SolDevelo
 - 5 years of experience in ICT digital development projects, like openIMIS, OpenMRS, MOTECH, Terre des hommes and Connect for Life
 - Performing code review experience
 - Creating high-level designs using tools for wireframing
 - Leading several frontend and backend development teams
- Maciej Neumann
 - Foundation Leader (Master in Journalism) of the SolDevelo Social Impact Foundation
 - Experience as a Journalist and Creative Manager
 - Working with digital development communities, like OpenMRS or Principles for Digital Development

Background or Problem Statement

With this proposal, we are aiming to develop two important features: the Formal Sector scheme support and integration of a configurable workflow for claim management.

openIMIS was initially developed to support the Informal Sector with a static workflow to enable health insurance schemes in LMICs. Now, countries such as Oman and Myanmar who are not using openIMIS for the Informal Sector, have requested support from the Initiative to develop new implementations to support the Formal Sector. Important to note is that these countries could have different processes for claims adjudication which could require a configurable claims workflow.

An initial specification for the Formal Sector had been proposed by Swiss TPH in 2018 and was already discussed in the openIMIS Initiative by the Implementation Committee and taken to the Developers Committee. The initial specification has now been reworked to comply with the openIMIS requirements and constraints.

The current openIMIS claim management workflow is hardcoded in the software; meaning that the countries have to adapt their process to the tool which is obviously a severe constraint. Therefore, the configurable workflow for claim management will enable them to adapt openIMIS to the country's process for claim entry, claim review and feedback.

While the openIMIS community efforts have created good outreach to potential new users (feasibility missions, etc.), we feel that the involvement of the current implementations countries can be further strengthened especially within the software development process. This would be, on one hand, to improve the buy-in of user countries with the new developments being undertaken and, on the other hand, to strengthen the feedback loop for the developers. Our proposal hence aims at creating further channels to help address these aspects and so further strengthen the openIMIS community.

This technical application outlines the development requirements for openIMIS to function as an informatics support system for the Formal Sector schemes and configurable workflow and thus responding to a high priority feature flagged by the community.

Digital Health Technologies

Digital health tools

openIMIS is a comprehensive system for managing a health insurance scheme (enrollment, renewal, claims management, feedback, reporting). We will focus on the further development of the new modular architecture developed in Python with Django framework for the backend and JavaScript with React framework for the frontend.

openIMIS as a health financing information system contributes directly to reach the WHO [Sustainable Development Goal 3.8](#): "Achieve universal health coverage including financial risk protection." We say this because information systems are critical enablers for the transparent and effective functioning of health insurance schemes.

Standards & technologies

Swiss TPH and SolDevelo have experience in Agile methodology (mainly Scrum) which is seen as the most appropriate approach from the community perspective. Therefore the software development will be undertaken through a Scrum approach with 2 weeks sprints, with the artifact available online (product backlog, sprint backlog) and with online sprint review meetings.

Use Cases and User Stories

Work package 1: Formal sector

- UC1 - Employer wants to enroll an employee with the start dates and the calculation parameters for the policy value
- UC2 - Employer wants to extend an employee's policy entitlement (contract extension)
- UC3 - Employer wants to stop an employee's policy entitlement (end of contract or change of calculation parameters for the policy value)

- UC4 - Scheme administrator wants the employer to pay the contributions related to their employees covered for a given period of time
- UC5 - Scheme administrator wants to update the status of the contribution due by an employer
- UC6 - Scheme administrator wants the policy to be active if the employer paid all contributions before the grace period
- UC7 - Scheme administrator wants to add a new employer
- UC8 - Scheme administrator wants to add a new calculation rule
- UC9 - Scheme administrator wants to be able to configure the calculation parameters in the benefit plan (insurance product)

Work package 2: Claim management workflow

- UC1 - System administrator wants to use a specific claim management workflow
- UC2 - System administrator wants to configure a claim management workflow
- UC3 - System administrator wants to use the basic claim management workflow immediately after setting up the environment (the default workflow)
- UC4 - System administrator wants to change the active claim management workflow
- UC5 - System administrator wants to assign a specific task to a specific insurance role
- UC6 - System administrator wants to configure the task validation rules
- UC7 - The users want to see the tasks assigned to their roles
- UC8 - The users want to do their expected work on the workflow task/step and submit for the next

Work package 3: Community Support

- UC1 - New developer wants to ask how to start working with openIMIS
- UC2 - Experienced developer wants to teach new developers the specific of openIMIS
- UC3 - Users wants to share their ideas for further development of the project
- UC4 - Non-technical users are searching for more detailed information about openIMIS
- UC5 - IT students are looking for the open-source project that they can participate in
- UC6 - Existing country users are more on board with new developments underway
- UC7 - Software development teams are able to get valuable user input at different stages

Objectives and Activities

To reach the objectives of a) Formal Sector scheme support, b) configurable claim management workflow, and c) community support, three work packages are suggested to be pursued as outlined below.

Work package 1: Formal sector

There are a total of 10 key activities grouped into 4 objectives in this work package. For each activity, a functioning module will be delivered. Those activities will be composed of all or some of the following three main tasks:

- Create or Update the back end to manage the required entities (database, APIs)
- Create the front end (administration portal and/or business-specific page)
- Create or Migrate business functions to manipulate the data

All these tasks will require the following actions:

- Module design by SwissTPH
- Module Development and Unit Testing by SolDevelo
- Integration Testing by Swiss TPH

- End-User Testing with openIMIS implementations
- Management by SwissTPH

Objective 1.1: Enable Policy Holder functionalities

The Policy Holder covers the employer who will purchase an insurance policy from the insurer on behalf of the insured unit (employees and their families). This entity will be responsible for premium payment for the insured unit and cover the whole insured unit with the benefit package agreed with the insurer.

Activity 1.1.1: Payment module migration

This module is needed to keep track of the payment made by the Policy Holder.

Activity 1.1.2: Policy Holder module creation

This module is needed to manage the different Policy Holders.

Activity 1.1.3: Policy Holder Portal module creation

The Policy Holder (self-service) Portal would enable the Policy Holder to manage their insurees' policy entitlement and see the financial implications.

Objective 1.2: Enable Formal Sector Enrollment

Formal Sector Enrollment deals with policy management. The policy value will depend on configurable calculation rules. Instead of going for static rules like a percentage of a reference amount (e.g. 5% of the wage), the calculations should be based on a number of parameters. For example, a simple calculation rule could be a lump sum as it is done today but more advanced calculation rules could use a threshold.

Activity 1.2.1: Enrolment module migration

The Enrolment module needs to be migrated to the modular architecture before customization can be done to support the Formal Sector enrollment.

Activity 1.2.2: Calculation Rules module creation

The Calculation Rules module will be used to configure the different calculation rules required by the policy value calculation.

Activity 1.2.3: Enrollment module extension

The Enrollment module will be extended to enable the Policy Holder to manage the policy entitlements of his insurees.

Objective 1.3: Formal Sector Premium Collection

Premium Collection covers the recurrent contribution payment that will enable the activation of a policy based on the due amount *pro rata temporis*, the frequency of the payment and the grace period rules defined on the benefit plan (the insurance product).

Activity 1.3.1: Premium Collection module migration

The Premium Collection module needs to be migrated to the modular architecture before customization can be done to support the Formal Sector Premium Collection.

Activity 1.3.2: Premium Collection module extension

The Premium Collection module needs to be extended to be able to record the contributions due by the Policy Holder and their details, and to update the policy when the contributions are paid.

Objective 1.4: Benefit Plan parameters for Formal Sector available

The Benefit Plan represents the insurance product. New product parameters required for the Formal Sector need to be added such as a grace period related to recurrent payment or the parameters required for the policy value calculation.

Activity 1.4.1: Benefit Plan module migration

The Benefit Plan module needs to be migrated to the modular architecture.

Activity 1.4.2: Benefit Plan module extension

The Benefit Plan module will be enhanced to support the Formal Sector parameters such as the grace periods, the calculation rule, the calculation parameters and the payment period.

Out of scope of Work package 1

To have realistic planning and budget, the solution will have known limitations:

- The claim process will be untouched (same management of policy)
- The payment is done by the Policy Holder (no co-payment between insuree and the Policy Holder is foreseen for the policies)
- No integration with a payment system will be delivered even if the solution should be ready for such integration
- No additional communication means (SMS, Telegram or WhatsApp) will be delivered, emails are the only means available
- The Policy Holder will have access to all active benefit plans available for the Policy Holder, therefore the Scheme Administrator cannot block a given Policy Holder to use a benefit plan made for another Policy Holder (e.g. Public sector benefit plan would be accessible by the Private sector Policy Holder). This kind of requirement should be covered by an Access Control List Module.

Work package 2: Configurable Claims Workflow

In this work package, we will deliver a new and flexible Claims Workflow module, enabling users to add tasks and validation rules, to assign tasks to specific insurance roles, etc. The new Claims Workflow module will enable the users of the system to better customize the claim reviewing process (e.g. forwarding a specific claim to be reviewed by a specialist).

Our approach for this solution includes:

- A dedicated user interface (the front-end) that would show the pending tasks and the workflow steps
- Additional back-end modules to manage and enforce the workflow and the validation rules based on configuration
- Workflow configuration stored in the database or a configuration file

Based on the engine used by the configurable Claims Workflow, we will be able to integrate later on the configurable Enrolment Workflow.

The proposed activities are developed based on the assumption that the Medical Item, Medical Service and Benefit Plan modules are already migrated to the modular architecture

Objective 2.1: Benefit Plan module extension

The modification will concern the addition of custom rules that will be called upon the claim automatic validation to ensure the insuree is eligible for Medical Items and Services in the context of this specific Benefit plan (rules in addition to the Item and Service generic rules).

Activity 2.1.1: Adding required changes on the back-end

Activity 2.1.2: Adding required changes on the front-end

Activity 2.1.3: Adding functionality to handle the custom rules

Objective 2.2: Medical Item module extension

The modification will concern the addition of the custom rules that will be called upon the claim automatic validation to ensure the insuree is eligible for Medical Items.

Activity 2.2.1: Adding required changes on the back-end

Activity 2.2.2: Adding required changes on the front-end

Activity 2.2.3: Adding functionality to handle the custom rules

Objective 2.3: Medical Service module extension

The modification will concern the addition of the custom rules that will be called upon the claim automatic validation to ensure the insuree is eligible for Medical Services.

Activity 2.3.1: Adding required changes on the back end

Activity 2.3.2: Adding required changes on the front end

Activity 2.3.3: Adding functionality to handle the custom rules

Objective 2.4: Claims Workflow module

The Claims Workflow module will manage the general task of the work, make sure that the tasks transitions rules defined on the workflow level are respected.

In addition, the default Claims Workflow will be recreated using the workflow module including the custom validation rules for the Items and Services.

Activity 2.4.1: Adding required changes on the back-end

The openIMIS database will be extended with new required entities. An engine used to manage the validation rules (based on a configuration stored in the database or file) will be developed.

Activity 2.4.2: Adding required changes on the front end

A front-end administration portal will be developed to manage the tasks and workflow steps.

Activity 2.4.3: Adding functionality to handle the custom rules

The functionality to customize the claim reviewing process will be implemented.

Activity 2.4.4: Creating the default Claims Workflow

The default Claims Workflow will be created with the same functionalities as the currently hardcoded one.

Objective 2.5: Claim module extension

The Claim module needs to be adapted and simplified to fit with the claim management workflows approach.

Activity 2.5.1: Adding required changes on the back end

Activity 2.5.2: Adding required changes on the front end

Activity 2.5.3: Adding functionality to handle the custom rules

Work package 3: Community Support

Following the [Principles of Digital Development](#), our approach would be participatory and focus on engaging and hearing the users' needs in the design, as well as providing an opportunity to stimulate interest and get existing country users more involved in the openIMIS Initiative. We feel that it is important to ensure the users' buy-in with the proposed software developments, as they will be most impacted especially when there are transitions to be made. In return, our developers will gain valuable feedback during the software development cycle.

Additionally, to further engage current system users, we suggest providing a new accessible inclusive platform in the form of a forum, similar to the one that is provided by the OpenMRS project ([OpenMRS Talk](#)). This form of communication will likely lower the entry barrier and provide a valuable feedback loop. Besides this, we intend enhanced 'marketing' of openIMIS through a specialized blog and connecting openIMIS to the larger community of the Google Open Source programs, like [Google Summer of Code](#).

Objective 3.1: Set up of in-country user groups

We will use our existing implementation field sites and collaborators to engage the right sample of openIMIS users for virtual as well as in-person prototyping and testing campaigns. We intend to identify focal persons in at least three openIMIS user countries (Tanzania, Nepal and ideally one Francophone mutuelle context) to feature as openIMIS champions. This approach is seen as an effective means to increase engagement in existing countries.

Activity 3.1.1: Appointment of country-based 'openIMIS champions'

The role and characteristics of an 'openIMIS champion' at the start of the project. We anticipate identifying individuals interested in contributing to such an open-source initiative. In return, these persons would be gaining recognition and visibility from the openIMIS Initiative and would be expected to identify relevant user groups for different stages of user engagement in their respective countries. While we aim to engage and mobilize the openIMIS champions through non-monetary incentives, we will use project funds to organize small in-country sessions/workshops (ideally coordinated to be at the same time) where the time of participating user groups and the champions will be compensated.

Activity 3.1.2: Identification of in-country user groups

We will identify a sample of relevant user groups in-country based on relevance to modules under development and relevance to the type of user engagement required (requirements validation, prototyping, and acceptance testing).

Activity 3.1.3: Development of country engagement plan

We will undertake the development of a practical engagement plan developed with openIMIS champions for respective identified groups aligned to the software development time plan.

Activity 3.1.4: Draft articles to provide visibility to openIMIS champions

We will draft articles in openIMIS newsletter as well as social media posts on profiles of openIMIS champions to give them visibility and recognition.

Objective 3.2: Capture user requirements in the design stage for work package one and two

Activity 3.2.1: Organize virtual consultation for requirements validation

Organization of virtual consultation(s) coordinated through openIMIS champions for requirements validation (for new modules under development).

Activity 3.2.2: Organize virtual consultations for prototyping

Organization of virtual consultation(s) coordinated through openIMIS champions for prototyping (for new modules under development as well migration of existing modules).

Activity 3.2.3: Drafting news pieces to provide visibility for events

Drafting of news items for openIMIS newsletter, website and social media channels to provide visibility for all activities undertaken.

Objective 3.3: Undertake testing campaign

Activity 3.3.1: Definition of testing scenarios for work packages one and two.

Activity 3.3.2: Organizing test campaigns

Organizing through openIMIS champions testing campaigns with identified user groups.

Activity 3.3.3: Documentation of test results and news pieces to provide visibility for events

Documentation of results to feedback to the development team and drafting of news items for openIMIS newsletter, website and social media channels to provide visibility to all activities undertaken.

Objective 3.4: Set up of enhanced communication and marketing channels

Activity 3.4.1: Creation and moderation of community forums

Creation and moderation of the community forum - a place for public discussion for all topics connected to the openIMIS project.

Activity 3.4.2: Creation of a specialized blog about openIMIS

Creation of the specialized blog about openIMIS and eHealth related topics and providing content for it.

Activity 3.4.3: Connecting openIMIS to the Google Open Source community

Connecting openIMIS to the Google Open Source community, and events connected to it, like Google Summer of Code or Google Seasons of Docs.

In all these phases, Swiss TPH will closely monitor the advancement of the project and report periodically to Digital Square and to the openIMIS Initiative.

Community Feedback

In terms of strengthening the community support, our software development approach described above would aim directly at strengthening the engagement of existing user countries. Our approach to reaching out through identified active openIMIS champions will lead to better stronger outreach to implementation countries, where the communication frequency will be established through mutual agreement with identified personnel. In addition, we have proposed additional interventions to reach out to existing and new potential users, as well as new interest groups through our forums.

We will further integrate the openIMIS community by creating a dedicated forum, where all the users and developers could gather and discuss various topics connected to this initiative. This form of communication is already strongly established through open source communities around the world and allows detailed discussion with a lower barrier of entry than, for example, a phone call or email. The frequency of communication will increase drastically thanks to this because it will not be limited only to the scheduled meeting but will be continuous. Having one place for communication between people engaged in the openIMIS project will also allow easier contacts with other digital health communities. Thanks to the low-entry barrier of the forum, it would be easier for people engaged in eHealth projects to present their opportunities for potential cooperation.

Through community support activities, we also want to reach out to the other communities that can help our cause. The first organization we would like to contact is Google, which is helping the open-source communities through various programs, like Google Summer of Code - initiative directed towards IT students. By joining this kind of event, we could bring new talents to the openIMIS Initiative.

Schedule

The following is a high-level work plan.

Activity	Month								
	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
	1	2	3	4	5	6	7	8	9
WP 1. Module migration activities									
1.2.1 Enrollment module migration									
1.3.1 Premium Collection module migration									
1.4.1 Benefit Plan module migration									
1.1.1 Payment module migration									
WP 1. Module creation or extension activities									
1.3.2 Premium collection module extension									
1.1.2 Policy Holder module creation									
1.2.2 Calculation rules module creation									

1.2.3 Enrollment module extension									
1.4.2 Benefit plan module extension									
1.1.3 Policy Holder portal module creation									
WP 2. Claim Management Workflow									
2.3 Medical Service module adaptation activities									
2.2 Medical Item module adaptation activities									
2.1 Benefit Plan module adaptation activities									
2.4 Claims Workflow module activities									
2.5 Claim module adaptation activities									
WP 3. Community support									
3.1.1 Appointment of country-based openIMIS champions									
3.1.2 Identification of in-country user groups									
3.1.3 Development of country engagement plan									
3.1.4 Draft articles to provide visibility to openIMIS champions									
3.2.1 Organize virtual consultation for requirements validation									
3.2.2 Organize virtual consultations for prototyping									
3.2.3 Drafting news pieces to provide visibility for events									
3.3.1 Drafting of testing scenarios									
3.3.2 Organizing test campaigns									
3.3.3 Documentation of test results and news pieces to provide visibility for events									

3.4.1 Creation and moderation of community forums									
3.4.2 Creation of a specialized blog about openIMIS									
3.4.3 Connecting openIMIS to the Google open source community									

Deliverables

Deliverable	Month Due
WP1. Formal Sector deliverables	
Payment module	February 2020
Policy Holder module	April 2020
Policy Holder Portal module	June 2020
Enrollment module	February 2020
Calculation Rules module	May 2020
Extended Enrollment module	May 2020
Premium Collection module	February 2020
Extended Premium Collection module	April 2020
Benefit Plan module	February 2020
Extended Benefit Plan module	June 2020
WP2. Claims Workflow deliverables	
Extended Medical Service module	March 2020
Extended Medical Item module	April 2020
Extended Benefit Plan module	May 2020
Claims Workflow module	July 2020
Extended Claim module	August 2020

WP3. Community support deliverables	
List of openIMIS champions with descriptions	December 2019
Country engagement plan	January 2020
Multiple articles and social media content	January 2020 onwards
Virtual consultation(s) coordinated through openIMIS champions for requirements validation	January and March 2020
Virtual consultations(s) coordinated through openIMIS champions for prototyping	April and June 2020
Reports from testing campaign coordinated through openIMIS champions	August 2020
Community forum	January 2020
openIMIS blog	January 2020

Global Good Maturity Model Assessment

Please review the [updated link](#).