



FBC INSURANCE

## 2CANA Product Assessment Report

Product Name: Health Insurance Product (HiP)

Vendor Name: 2CANA

Demonstration date: 14 November 2019

Product Feature	Priority	Comments
Client Onboarding	1	90% of FBC requirements met with gaps on bulk printing of confirmation letters for new members of same company to be addressed through development work.
Client Management	1	90% of the FBC requirements met with development work required for member verification with the Registrar General.
Underwriting	1	100% of FBC requirements met.
Claims	1	87% of the FBC requirements are met with gaps on member reminders for repeat medication and investigations to be met through implementation of the managed care module and integration of a Risk Management Tool.
Finance	1	100% of FBC requirements met.
Reporting & Analytics	1	82% of the FBC requirements are met by the vanilla product with gaps on Reinsurers Report and Member Wellness Report to be addressed through customization and Managed Care Module.
System Administration	2	50% of FBC needs are met and development required to enable Integration with Flexcube and Sun Systems
Call centre functionality	2	100% of FBC needs are met.
Security and controls	2	100% of FBC needs are met





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Audit requirements	1	89% of FBC needs are met and development work required on Audit Trail to address log on/off to the system and activity by user
Workflow management	2	100% of FBC Needs are met
Document scanning	1	100% of the FBC needs are met

### Recommendation:

The 2CANA vanilla product has an overall 90% solution fit with the FBC Insurance Health Product needs. This evaluation is based on the system assessment based on a product demo that was conducted at FBC Insurance premises on 14 November 2019 before a cross functional team.

The team commends that FBC Insurance proceeds to implement the 2CANA vanilla product with gaps to be addressed in the next phase after the base product has been launched to market. Detailed scoping of the product will be done once a contract has been signed.

### Working Team Endorsement:

Name	Matipedza Lole	Designation	Head – FBC Health
Signature		Date	21/11/2019
Name	Nigel Mugwendere	Designation	Bus Dev – FBC Health
Signature		Date	21/11/2019
Name	Caroline Bandiki	Designation	Claims – FBC Health
Signature		Date	21/11/2019
Name	Innocent Makaza	Designation	Provider Rec. – FBC Health
Signature		Date	21/11/19
Name	Paidamoyo Gorejena	Designation	Key Acc Mgr – FBC Health
Signature		Date	21/11/19
Name	Susan Rakabopa	Designation	Membership – FBC Health
Signature		Date	21/11/19
Name	Prad Chohan	Designation	Providers – FBC Health
Signature		Date	21/11/19
Name	Dunjani Hapaguti	Designation	Finance – FBC Insurance
Signature		Date	21/11/19
Name	Patience Muranda	Designation	Finance – FBC Insurance
Signature		Date	21/11/19
Name	Jane Marzani	Designation	Claims
Signature		Date	21.11.19
Name		Designation	
Signature		Date	



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**Priority Legend :**

1	2	3
Absolutely necessary – must have	Good to have but not necessary	Not necessary