# Peoplesafe Overview

***Customer Care Systems*** *provides support to Prescription Benefit Management (PBM) participants and clients through our Call Centers and self service Interactive Voice Response (IVR) for key activities such as order refill, order status, test claims to determine drug coverage and pricing and prescription history.*

***People Safe*** is a web based Customer Care tool for the PBM business that provides users with information needed to answer calls from plan participants, pharmacists and clients. This is accomplished by providing key information and functions from other systems to the end user based on the access that has been granted. People Safe is widely used internally, by many business areas, and is also used by our clients via the internet. *PeopleSafe primarily consists of Participant Inquiry, Medicare D Inquiry, Maintenance Choice, Resolution Manager, Eligibility Maintenance and PeopleSafe Admin functions.*

* **Examples of calls coming to People safe Application are:**

1. What is my drug cost? Or why this drug cost me so much.
2. Where is my prescription, I refilled it online but it’s still not shipped? (Expedite it)
3. I am a new member, how is my coverage changed from last year?
4. User is going on vacation and wants to early fill their prescription? (Override)
5. Pharmacists submitted a claim but it is not showing in the Peoplesafe system real time?

## People safe Application - Actors

Below are the some of the common actors that interact with the People Safe application:-

1. **Customer care representative** (**CCR**) - Role code is 2122. These are the helpdesk representatives that have regular representative access to most of the screens. Some of the complex screen like PBO is not available to CCR for updates.
2. **Supervisor** (**CSR**) - Supervisor is senior CCR that have full access to most of the screens.
3. **COR User** – (**COR**) Role code is 21022. Limited scope of the COR user that deal with high volume calls with simple transaction requests like refills, test claims and order status, SOC. Lot of the buttons on the existing screen will be disabled for the COR user.
4. **IT User** – Role code is 2110. IT user is the People safe IT team that has access to screen without any background forced logging functionality.
5. **Client User** - Clients have very limited access to the application that include very common screen read only access like Main Screen, Address, Test Claim etc. They are able to pull only their employees information in People safe.
6. **Pharmacy Helpdesk (PHD)** - Pharmacy Helpdesk user is representative supporting the pharmacy calls.

## Technical overview:

1. **Security**: Security is provided using the Enterprise Login Application, provided by Architecture. The Login application utilizes a custom authentication/authorization component built in Java running on Web Sphere Application Server. Roles and Authorizations are stored on QL Mainframe DB2.
2. **TCF/Infrastructure/CBOM**: People Safe mid-range application utilizes the TCF framework which is a custom Java MVC framework provided by Architecture. TCF and People safe both in turn rely on Infrastructure Java classes provided by Architecture as well as other open-source Java libraries such as XSL-FO, Xerces, Log4J and others. Infrastructure also provides a reference data service which caches static enterprise data. CBOM is an enterprise set of Java classes (value objects) which model the various Caremark business entities. All application teams contribute to CBOM.
3. **People safe Presentation and Services**: People Safe is a thin-client J2EE servlet application, developed using Web Sphere Application Studio 5.1.2, running in Web Sphere Application Server 5.1.x. It utilizes TCF/Infrastructure/CBOM, XML, JavaScript, and JSP. There are also reusable TCF components provided to People safe by other teams (LINKS, PBW, and Eligibility). Data Services are provided in two ways: Thru the set of ECS services or thru a set of services that are embedded in People safe directly. The ECS services are described below. The services that People safe embeds are utilizing JDBC to connect to stored procedures which exist on mainframe DB2 and mid-range UDB servers as well as the infrastructure framework to connect to QL Mainframe CICS transactions via the CICS Transaction Gateway. One of the components provided by the LINKS team connects to CICS via MQ series.
4. **ECS Services**: ECS is a set of remotely deployed EJBs provided by another team. People safe utilizes code provided by the ECS team to connect to these EJBs. The EJBs in turn access the various host platforms (QL Mainframe, mid-range; RxClaim AS400; RECAP Mainframe, Tandem) utilizing MQ series, CICS Gateway, JDBC and the Web Sphere Business Integration Message Broker.
5. **The host platforms** described above are generally owned and maintained by other teams with the exception of a set of CICS transactions and Stored Procedures owned and maintained by the People safe team. From a database perspective, People safe owns very few tables directly (Call Center logging, Resolution Manager, User Profile) but relies on data owned by teams across the enterprise.
6. People safe has connectivity to other applications via a **Single Sign on mechanism** – the Participant Portal ([www.caremark.com](http://www.caremark.com))
7. Other applications have connectivity to People safe via a Single Sign on mechanism – **STARS** (legacy Call Center application) to support Medicare D