**UHC Project**

**Business Requirements Document (BRD)**

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1.1 Project Overview

* The current process of auditing MNS (Medical Non-Standard) plans for renewal involves manually toggling between the CIRRUS system and the sources of truth, which have a very inconsistent format.
* This auditing process is essential to ensure that the CIRRUS system remains up to date, as it serves as the primary source for generating ID cards.
* The current manual auditing process is time-consuming and it also increases the potential of error.
* Therefore, some level of automation is required to establish accuracy and consistency between the CIRRUS database and the sources of truth, thereby ensuring that accurate information from CIRRUS is used in the ID card generation process.

# 1.2 Project Scope

* The auditing process focuses on comparing MSN plan details extracted from CIRRUS with the sources of truth.
* There approximately 331 plans with total of 31 fields to audit, and the sources of truth include a BARTRACK Report (for Oxford Book of Business) and other reports for other books of business.
* The sources of truth differ according to the books of business. Following are the different books of business and their corresponding sources of truth:
  + Oxford Book of Business- The sources of truth for Oxford Books of Business are stored in a Bartrack Report, which is an Excel workbook containing all the MNS plans of member groups. It must be noted that the MNS Plans of member groups ADP and Fedex are contained other separate Bartrack reports, but they are also a part of the Oxford Book of Business.
  + TUFTS- The sources of truth for TUFTS Book of Business is stored in a separate excel workbook, and they have varied formats such as images, forms, excel sheets, etc.
  + AIMS- The sources of truth for AIMS Book of Business are stored in the UH Website, where one has to search for the Benefit Plan Summary to get all the plan details.
* Below is a list of the fields that need to be audited:

|  |  |
| --- | --- |
| FAMILY DEDUCTIBLE OON | EMERGENCY ROOM COPAY |
| IND DEDUCTIBLE OON | SPEC COPAY |
| FAMILY DEDUCTIBLE INN | BRANDING ENTITY |
| IND DEDUCTIBLE INN | Network Description |
| FAMILY DEDUCTIBLE TIER 1 INN | Member Service Telephone # -- |
| IND DEDUCTIBLE TIER 1 INN | Provider Service Telephone # |
| FAMILY OOP OON | Pharmacist Telephone # |
| IND OOP OON | PLAN FUNDING TYPE |
| FAMILY OOP INN | NETWORK SCHEDULE |
| IND OOP INN | PLAN PHONE |
| FAMILY OOP TIER 1 INN | RX PHONE |
| IND OOP TIER 1 INN | CLAIM ADDR |
| PRODUCT NAME | CARRIE NAME |
| PCP COPAY | GATED Logo |
| URGENT CARE COPAY | COINSURANCE |
| ID Card Template |  |

* The client presented the names of 31 fields that need to be audited. Out of those 31 fields, majority can be fetched through the source of truth. Only exceptions are:
  + Urgent Care- Fetched from Portfolio Grid (Standard Plan value)
  + A few hard coded fields that will be the same for all the plans. These include: Brand Entity, Member Service Telephone, Provider Service Telephone, Plan Phone, Claim Address, etc.
* Consideration will be given to managing multiple benefit plans within a single group during the auditing process.
* The aim is to first standardize the different formats of sources of truth using scripts or bots for real-time auditing. In the next phase, the auditable and non-auditable fields will be consolidated into a GUI screen for auditing.
* The CIRRUS Database will be used for production, and the primary auditing tool will be the sources of truth, such as the Bartrack report and other reports of TUFTS and AIMS.

# 1.3 Stakeholders

* **UHC's Counterparts:**
  + **Project Owner:** Pat O’Brien and Andrew Bollard
  + **Business Lead:** Juditta Theonis
  + **Business User:** Vanessa Otis
* **EXL's Counterparts:**
  + **Project Owner:** Durre Sadaf
  + **Project Manager:** Prashant Kapahi
  + **Technical Team:** Shreshtha Pattadar, Subhadeep Choudhury, Abhinay Singh

# 2. Business Objectives

* The primary goal is to bring some level of automation to the auditing process to ensure accurate alignment of MSN plan details extracted from the CIRRUS production environment with information from the sources of truth.
* This aims to minimize errors and discrepancies in membership ID cards issued prior to plan renewals, saving time and reducing the potential for human error during manual audits of required fields.
* Ideally, audits should be conducted 15 days before renewal to ensure timely processing.
* Our objective is to issue correct ID cards to all group members by accurately updating the relevant plan details in the CIRRUS production environment, which is used to generate the ID Cards.
* Additionally, the auditing process must account for mid-year changes that occur before the renewal period.

# 3. Current Process Overview

## 3.1 Manual Audit Process:

The first step in the manual audit process is to have a look at the groups and corresponding MNS Plans that need to be audited before renewal. This is fetched from an Excel Spreadsheet containing all the groups and plans. Then the auditing is done by matching the CIRRUS data with the sources of truth as follows:

### BARTRACK REPORTS:

* **Review the Bartrack Report:**
  + Begin by examining the Bartrack report to identify the specific client or group requiring auditing. This report serves as a primary source of truth for data pertaining to various books of business.
  + Pay special attention to the latest updates in the plan, as changes made by clients before renewal may not immediately reflect on ID cards.
* **Access Optum Cirrus Database:**
  + Access the Optum Cirrus database and navigate to the Benefits section, specifically focusing on Benefit Plans.
  + Utilize the query function to filter and retrieve active plans using the Plan ID obtained from the Bartrack report.
  + Retrieve all relevant data necessary for auditing purposes.
* **Auditing Process:**
  + Review the required field values by comparing the data obtained from the Bartrack report with the corresponding information retrieved from the Cirrus database.
  + Perform manual tallying of field values, such as copayments for example, and update the CIRRUS database in case of any mismatch in values. Note any discrepancies and address them accordingly to maintain data integrity.
  + On average, the audit process takes 15-20 minutes per plan.
  + *Note-* The Bartrack is the source of truth containing updated data, but the CIRRUS may not be always updated. Therefore, it is necessary to perform checks on the CIRRUS database since CIRRUS data is used to print ID Card information during plan renewals.

### OTHER SOURCES OF TRUTH:

* The sources of truth other than BARTRACK are stored in different locations within the system, links of which are pasted in a Word Document.
* The User clicks on each link and accesses each of the sources of truth to have a look at the MNS Plans.
* The rest of the auditing process is the same as auditing using BARTRACK Reports.

### AUDITING URGENT CARE PLANS:

* Auditing for urgent care is different as it follows the source of truth for standard plans as given in the portfolio grid. No other sources of truth for nonstandard plans are used to audit this particular field.

### TIMELINE FOR AUDITING:

* The sales department typically inputs data 30 days before renewal of plans. Completion of auditing tasks needs to be done by the 15th of the previous month before renewal to ensure timely updates and issuance of ID cards.
* *Note:* Benefit plan addresses and phone numbers are hardcoded and remain constant. This information is crucial for maintaining consistency across plans and groups.

## 3.2 Challenges faced

* The manual comparison between CIRRUS data and the sources of truth inevitably leads to potential errors and inconsistencies. Discrepancies arise when fields do not match, and there is a lack of systematic error identification. Moreover, reliance on a single individual for accuracy introduces additional risk.
* The inconsistent storage format of sources of truth adds complexity to the manual matching process and increases the scope of error as the user has to keep going back and forth between different tabs, thereby reducing efficiency of the manual auditing process.
* Auditing must take place within a quick span of time, ideally 15 days before renewal, to ensure timely processing. Additionally, instances of late renewal require prompt auditing to accelerate the process.
* Bringing in some automation would help to save time and effort on this tedious manual auditing process, ensuring accuracy and efficiency while auditing.

# 4.Proposed Solution

* **2-step approach**
  + Our solution is a 2-step approach, where we first try to automate on some level the auditing of the fields by using AI and ML algorithms.
  + In the next step we create a GUI application to audit those fields which weren’t covered in the automation. The GUI Screen would also help to verify if the automated auditing was done correctly.
  + This would save time on the audit process for each plan and largely reduce manual effort, while also ensuring that all the fields are correctly audited.
* **Standarization of sources of truth**
  + It is attempted to transform various formats, such as embeddings, PDFs, and screenshots, into a standardized format using scripts, AI and ML algorithms.
  + Converting diverse data types into a uniform format will be useful for efficient analysis and auditing, enhancing overall data accuracy.
* **Auditing using GUI screen**
  + Users are presented with a panel where two sections are visible:
    - Left side: Contains the fields to be audited, each accompanied by corresponding textboxes displaying values for both source of truth and Cirrus categories.
    - Right side: Features a file path search button for locating the Source of Truth data file.
  + Each field value retrieved from the source of truth and Cirrus systems is compared with the displayed source of truth data file. Any discrepancies identified would prompt us to update the values.

# 6. Assumptions

* The CIRRUS system is the primary source of data for member groups, benefit plans, and renewal dates. The sources of truth, compiled from data entered by the sales team, and considered to be reliable for auditing purposes. Both the CIRRUS system and Bartrack reports are easily available.
* There is no fixed timeline for running the automation for auditing process. Typically the renewals are done on a specific month each year and auditing needs to be one 15 days before renewal, but there might be a need for daily automation during peak renewal periods.
* 90% of the sources of truth lie in the BARTRACK report, which contains plans present in the Oxford Book of Business. The other books of business such as TUFTS, AIMS, etc. have their own sources of truth stored in different locations within the system.
* The BARTRACK Report is an Excel Workbook consisting of standardized tables where each worksheet contains plans for each group/client.
* The source of truth for Tufts Book of Business is also stored in an Excel Workbook and contains varied formats such as forms, images, and tables.
* The source of truth for AIMS is a website where all the MNS Plans can be fetched by putting the Plan ID in the search bar.
* Aside from these sources of truth, there is also an Excel Spreadsheet containing all the group members and MNS Plans which would be audited for the upcoming renewal.
* The format of documents submitted by sales into the sources of truth remains consistent across all renewal periods.

# 7. Risks and Mitigation (WIP)

* **Data Consistency and Accuracy:**
  + Risk: The reliance on consistent CIRRUS reports and inconsistent sources of truth, introduces the risk of error while matching the datasets, potentially leading to inaccurate audit results.
  + Mitigation: Implement robust AI and ML algorithms to ensure consistency within the sources of truth, so that it becomes easier to match the fields with CIRRUS and update the CIRRUS values accordingly.
* **Structural Limitations to sources of truth other than BARTrack Reports**
  + Risk: Unstructured sources of truth like forms and images poses a risk to the extraction and detection of key fields and completeness of the audit process and may hinder the ability to perform accurate comparisons.
  + Mitigation: Use adaptive AI and ML techniques to convert these to a deisred format. If conversion is not possible, then put them up on the GUI Screen to ensure auditing can be done on unstructured data.
* **Dynamic Nature of Embedded Files**
  + Risk: The presence of embedded files within BARTrack reports introduces complexity while extracting data and increases the likelihood of errors during data extraction and validation, potentially impacting the accuracy of the audit process.
  + Mitigation: Develop automated processes for extracting and validating data from BARTrack reports, leveraging OCR and ML algorithms to handle embedded files and minimize the risk of manual errors.
* **Manual Intervention for Verification**
  + Risk: Since ML algorithms are never error free, manual intervention to verify and audit the undetected groups/fields poses a risk of human error and may slow down the audit process, especially during peak renewal periods when daily automation is required.
  + Mitigation: Implement standardized workflows and checklists for manual verification of discrepancies, ensuring that the process is efficient and consistent across all audits, with clear escalation procedures for resolving discrepancies promptly. For example- provide a GUI screen of the fields/groups the automation couldn’t audit and provide all additional details to track the same and reduce manual effort.

# 8. Project Timeline

# 9. Approval

This BRD requires client approval from reviewer and the project owners before proceeding with implementation.

# 10. Revision History

Any revisions or updates to the BRD will be documented and maintained for future reference.

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