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|  | | ***20335 – Benefits Production Access Review***  **Date: 03/18/2021**  **Physical Location: N/A** | | | |
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| **Customer** | | | **Internal Audit Department** | | |
| Ken Park, Sr. Director, RxClaim Development, PBM IT Systems  Pranav Gupta, Director, RxClaim Development, PBM IT Systems  Deepak Mugundu Balan, Advisor, RxClaim Development, PBM IT Systems  Mitchell Super, Sr. Director, MF /MR Run /Maintain, Enterprise Tech. Services | | | Lynn Atkin, Director, IT Internal Audit  Ron Roy, Director, IT Internal Audit  Sarah Kubiak, Manager, IT Internal Audit  Eric Mata, Advisor, IT Internal Audit  Seun Mafi, Sr. Consultant, IT Internal Audit  Lucia Aremu, Sr. Consultant, IT Internal Audit | | |
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| **Business Unit** | RxClaim Development | | | | |
| **Process** | Benefits Production Access Review | | | | |
| **Process Owner(s)** | Pranav Gupta, Director, RxClaim Development  Deepak Mugundu Balan, Advisor, RxClaim Development | | | | |
| **Policies and Procedures** |  | | | | |

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| **Purpose of the process walkthroughs** |
| The purpose of this walkthrough is to get a complete understanding of the Benefits Production Access Review process completed by the RxClaim Development team as well as identify all systems used, reports used / generated. |

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| **Roles & Responsibilities of the Personnel involved in the process** | |
| **Role** | **Responsibilities** |
| Ajoy Kodali  Bobby Mukundan  Srithal Bellary  Heather LaPolt | Primary Business Owner (VP Level or above) |
| Ken Park  Pranav Gupta  Deepak Mugundu Balan  Mitchell Super | Transfer knowledge of key business functions, process documentation and key control evidence to the internal Audit team; control validation and issue ownership. |

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| **Supporting Systems** | |
| **System Name** | **System Description** |
| RxClaim |  |

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| **Process Walkthrough** |
| **EzTest Tool Walkthrough**  **Meeting Participants:**  Sarah Kubiak  Amber Nadeem  Ganga Merneedi  Heather Boyce  Mohan Manchashetty  Hemanth Pappu  Robyn Martin  Ronald Roy,  Aizaz Ahmad  ---------------------------------------------------  **Location:** webex  **Link to Outlook Item:** [*click here*](onenote:outlook?folder=Calendar&entryid=00000000900159DBB0D08041B3F95450DC8438110700F06B179107E6CD42915A36D0FB72824F00000000010D0000F06B179107E6CD42915A36D0FB72824F0000000062380000)  **Invitation Message**  **Content**   |  |  | | --- | --- | | <<image002.png>> | Added by [Kubiak, Sarah](mailto:Sarah.Kubiak@CVSHealth.com)  Attachment from Outlook | | <<image001.png>> | Added by [Kubiak, Sarah](mailto:Sarah.Kubiak@CVSHealth.com)  Attachment from Outlook | | <<image002.png>> | Added by [Kubiak, Sarah](mailto:Sarah.Kubiak@CVSHealth.com)  Attachment from Outlook |     **Participants**    **Notes**   * The team explained that they have different sand boxes for preproduction (left side) and production (right side) environments.   Machine generated alternative text: AutoSave  9-0)  File  Home  27  28  29  30  31  Insert  Draw  Design  Transitions  Adjudication Integra  Viewing Ganga Merneedi's  Slide Show Review View  Animations  Saved to this PC  Help p Search  Merneedi, Ganga  Share  Comments  RxClaim ADS - Conceptual Architecture  RxClaim ADS  Adjudication Data Services  RxClaim PRD  Adjudication Services  Screens  Eligibility  Carrier  Plan  Formulary  EZTest  Test Claim  Engines  EligiGiiQv Bata  Carrier Data  Eligibility Data  Carrier Data  Plan Data  Formula ry Data  32  33  34  Slide 34 of 41  34  02019 CVS Health and/or one of Confidenbal and  Adjudication Engine  EligibilitVii1'  Jcamer  E Plan@ß  "NDC2  Formulary  TCD  — Notes 'Display Settings  Outputs  Queries  Reporting  CET  Finance  Normalized  Claim Output  RxClaim  Extracts  •CVSHea1th.   * Only eligibility, plan, and formulary can be submitted into the production environment. * Access is different between the preproduction and production environments and they have the ability to segregate access. * They use an app to migrate the plan information from preproduction to production. * No data goes into production   + CTE is a gray box separate and apart from production environment. * Heather: Our agenda for this meeting is to better understand the capabilities of the EzTest Tool.      * Mohan: The confusion stems around the notion that the EzTest tool allowed for submitting claims by one of the users. What this application really is. * It is used to ensure benefit plans are accessed as accurately as possible. Submitting the test plans against the dummy member. It has the capability to create dummy members, claims. They validate the claims to make sure it was adjudicated as required. Once the plans are adjudicated as expected, they can sign off on the results and share the results of the claim. It is a very high-level application.   Mohan shares screen.     * Can we show the screen, so we know PROD and PRE-PROD are two different systems?      * User select and validate. (Screenshot: EzTest Walkthrough Screenshot 1). They then prepare something for the test beds.     When in the EzTest, it shows the subscribers, basically all the claims information.     * Heather: We talked to the employer help plan team (confirmed by Amber). The question they ask to explore, want to get clarity. When they use EzTest tool, there are different environments. One of the options is PROD with PROD Eligibility CTE) If a tester had production access, is it possible to push into prod? * Ganga: No.     – Heather: We spoke with the business partners. There is still a confusion on who uses the EzTest tool.     * Ganga: When you submit claims into EzTest, they all run through the web screen (Screenshot: EzTest Walkthrough Screenshot (RxClaim) - Conceptual Architecture). Nothing goes into the prod environment. RxClaim Ads - Conceptual architecture screenshot explains the entire scenario.     You can submit manual claims in EzTest through greenscreen, but only limited users have access to this. So the scenario that led to confusion was because there was a submission through the manual green screen submission. The assumption was that they could submit through EzTest since it showed up on the greenscreen “EzTest”    Ron: What is the yellow four checkmarks in (Screenshot: EzTest Walkthrough Screenshot (RxClaim) - Conceptual Architecture).  Ganga: It means data can be exchanged between the two systems. Test claims and prediction claims.  Ron: Is eligibility from Pre-Prod followed to Prod?  Ganga: When data gest updated in Pre-Prod, it flows to the Prod (just as Adjudication is only on the right side. Everything else is shared.  They are testing the benefits plans in PROD, then the plan data goes into the production environment. So, it is only one direction moving right.    Ron: Can you have someone updating data in pre prod,  Ganga: If its pre prod, it is not UAT environment. So the green environment in the left is all production, the area on the lower side (in blue) is pre-production (EzTest Web Screens > EzTest Claim Engines)    Ron: Basically, the roles on the left and right look the same.  Ganga: Yes, but access is different. If you want to restrict access to the right side, yes this can be done, in order to segregate access.    Mohan (opens EZ Test Excel spreadsheet) Any additional questions?    Heather: Business is concerned with prod with prod eligibility CTE. You guys answered my question.    Mohan: They can submit to CTE, but not production environment.  When someone submits claims in pre-prod, it will be rejected. If user uses CTE, it will be rejected saying you are in the wrong place to submit a claim. CTE is not related to PROD.    EZTEST: (Screenshot: EzTest Walkthrough Screenshot 2\_    They choose a file, select and validate (upfront validation as well)  I will walk you through the back-end process.    Sarah: When tested and ready to go into production - what is the process?  Once the claim is tested, and in good place to push into prod, what is the process like?    Mohan: Nothing gets pushed into prod. Was only referring to benefits plans. Once tested and approved, the plans approved are then promoted to PROD environment. This way it goes into production through a different application. There is a whole different system for benefit plan production. Basically, using the EzTest tool, nothing gets submitted into production.  Heather: the EzTest showed submission into PROD was from EzTest. That's where the confusion came into question.  So, in these green screen, can these PCN screens submit into prod?    Mohan: One is PCN, can they submit through greenscreen. Typically, our users use the BPG to submit PCN. Some users who run the test claim. The BPG needs to be tied to the client. The BPG setup in pre - production gets replicated as-is into production. |