Manual Claims - Access Discussion

Monday, April 5, 2021

12:08 PM

Attendees: Aizaz Ahmad, Markus Watson, Ron Roy, Deepak Mugundu Balan

Ron: The file, (green screen) is that the security file?

Deepak: Yes. Contains list of users who can access the files (List on the left)

Ron: Can you show us how that file looks like?

Deepak: The panel screen (RNNCP050). Select a member idea to do transaction against.

Ron: The panels on the top left, is there a program behind this too?

Dee: They contains same program names

Ron: what files do they pull up?

Dee: Multiple files.

Ron: You have a program with..For example. How do we identify which modules does this RxClaim module hit against?

Dee: So the list of files hitting on those panel IDs, the files, etc. (Green screen shows access) File column, library column, member device column, record format column, etc

Ron: The file object names link to longer names. (File object names) Confirmed by Deepak

Ron: Top left corner, shows their Panel User ID. Whoever is doing transaction, this information identifies the user. Confirmed by Deepak

Deepak: Pulls up the list of Prod and Pre Prod access excel sheet.

Ron: Has there been an exercise to show if there is appropriate access (PAR)

Pranav: PAR process is managed by Resource Management.

Ron: You provide this listing to the PAR team right?

Pranav: You talking about initial access?

Ron: Well, who does that? Access to paper claims

Pranav: It's done by user provisioning team.

Ron: To put a transaction, is it only manual transactions. Are there transactions outside of that]

Dee: For paper claims, we have a different panel ID. Manual claims, different panel ID

Ron: These column D of the excel sheet shows Panel ID for manual Claims. Confirmed by Deepak

Deepak: Shows screen for paper claims. (RCNCP056B)

Ron: SO if its coming from a batch, how do we identify?

Dee: They cannot submit Batch claims.

Ron: SO claims coming into the system. Do they enter through paper?

Dee: They can be submitted as a filed paper claims (Member reimbursement(. Whoever has access to (Option1) for instance has access to this claims.

Pranav: No one can submit a POS (point of sale claims) That comes from a secure socket from pharmacy.

Ron: Does someone has to verify the claim? What kind of verification, quality checks. If I enter a paper claim, it doesn’t automatically get processed?

Pranav: As soon as the claims gets into the screen, it gets processed right away. There is no other control. But on the business side, they might have some processes but we are not aware of those controls.

Ron: SO if someone wants to make change to whoever is on the security file> Who makes the change.

Pranav: That will be controlled by the user provisioning team. We just develop the software based on the business needs. When the software is done. Any access to the software is granted by business based on IT listing. Then it gets added up.

Ron: Security screen pull up. So you don’t have access to change information on here?

Pranav: Our development team doesn’t have access to change anything in production.

Ron: The screen where I enter to submit paper claim. What is that? Number reimbursement. Can you list off the files that are associated with this?

Dee: Shows screens and all the files associated with it (This apparently is the First Data request entry in AB)

Ron: How do I see security over that file?

Pranav: Security to the panel is doing through a separate file. That is who can get it into the screen. That means the person have access to the particular career account etc. When you come to this screen I don’t think we have any further security.

Ron: to change the file here, is that something you can do?

Pranav: No, we cant change any of this files.

Ron: Does files exist in the ASO400 (DB2)

Pranav: Nobody can change the info in this file by business also. It gets opened to perform a particular business operations. So no one has a control over that. Neither business nor IT.

Ron: But there is got to be a root access. (Who can grant access to make updates, or changes) Who has access to this?

Pranav: That will be mitch's group. There are several levels of security. You will need to talk to mitch on that.

Joshua: There should be monitoring and logging in places. We can validate that. Also something to consider. I understand what you are saying. If you want to know the security controls. We can provide this info.

Ron: Any concerns with people going in and entering manual claims? Have we thought of everything. People from the outside getting access etc.

Pranav: We have security in places for who can get access to the screens. Whether a person can see the data, update the data etc. It is being managed and controlled by the different processed with the Provisioning department based on my high level understanding.

Ron: who do you work with in Mitch's group?

Pranav: We don't go to Mitch's team for that info.

Ron: Say there is an update, and Mitch's team needs to know about this.

Pranav: We have a special data group. Jeff would you want a little insight on this?

Jeff: At the file level, we don’t have direct security. We do have a product called "mimics" that does back up process. It will keep the data current on multiple systems. But as far as security. We really don’t have. It's all at the program access level. That's where all the access is.

Pranav: In the sprong process, anybody that tries to update the view. Hipaa compliance etc. who has changes data etc. It's all included on there. We have processed part of deployment to review the file to see if there are any HIPAA related department. So this can be logged. We also included that process as well.

Ron: we may come back to ask for list of program etc. This definitely helps out for a high level overview. Thank you.

Pranav: Suggest to talk to Mitch's team with regards to security built into the system. Mitch Super will direct you to the right person.

Ron: Which module of RxClaim is closely related to this one?

Dee: Not sure what the question is. Are you referring to modules? RxClaim Adjudication.