Cloud Native Data -Aggregate Mart

**Member Mart**

Use Case Document (UC)

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*Author: Team*

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Document Approvals

By approving the document, you agree that it accurately represents the project business requirements

| Name | Position /Role | Approval Date |
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| Sheila Haley | Business Owner | 10/3/2022 |
| Joshua Myers | Business Owner | 10/3/2022 |
| Sholeh Ghedari | Business Owner | 10/3/2022 |

Project Stakeholders

## Project Stakeholder Profile

| Name | Department | High Level Impact | RACI |
| --- | --- | --- | --- |
| **PROJECT STAKEHOLDERS** | | | | |
| Dave Comella | VP and CIO | Business Sponsor | I |
| Tracy McPhillips | Dir Data Warehousing, Informatics/IT | Business Owner | R |
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| Sunil Rangineni | Data Analytics | Technical Architect | A |
| Jason Smallwood | Enterprise Cloud Architect | Solution Architect and Cloud Architect | R |
| Joshua Myers | Financial Analyst | Financial Planning | R |
| Andrew Chalmers | Business Planning | Analyst | R |
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| Sholeh Ghedari | Enterprise Analytics | Analyst | R |
| Sheila Haley | Finance Analytics | Manager | R |

***Member Mart***

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| Use Case # | MM-UC-1 |
| Title | Corporate Enrollment Reporting and Book of Business Dashboard Data Mart (Data underlying the report) |
| Description | The purpose of this use case is to describe both on system & OOS membership data needed for the corporate enrollment reporting data mart. This is based on the one-month snapshot of the latest certified month data and appended to the previous month. |
| Actors | The following Actors are associated with the Use Case:  Financial Planning, Segment Analytics, Employer Analytics, Government Programs & other Analytics groups |
| Pre-Conditions | * Associate has access to the data set * Data incudes Out of System (OOS) data * The decision on the OOS data sources needs to be made by Oct 9th, 2022. |
| Post-Conditions | * Data set is accurate * Data is easy to access * EDR would supply Meta Data for all fields and data sources |
| Trigger | Monthly EDR certified process |

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| Main Success Scenario | Data needed for member enrollment reporting and data needed for Book of Business is available in the data mart | | |
| Step | Actor’s Action | System’s Response |
|  | Pull the member enrollment data | * All the required data is available * The generated extract should include all members on system and OOS |

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| Exception | If extract / file is created without required data | | |
| Step | Actor’s Action | System’s Response |
|  | If extract / file is created without required data | * Create a snow Severity 3 ticket and assign it to the SNOW group “bcbsri-etl“, D&A team if an extract is created without required data * NTT’ Data’s “Data & Analytics/EIM” team is the point of contact for manual generation of extract |
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| Data Input | The main source of data will be   * EDR * Out of System (OOS) -National Alliance (NA) * MMR |
| Data Output | Enrollment information data for 36 months of saved monthly data |

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| Business Rules | Rule # | Description |
|  | Member enrollment information is updated each month |
|  | Include only members from EDR with Count\_month\_num = 1 |
|  |  | Include OOS Membership at lowest level available   * National Alliance (NA) * Blue Card * PDP * FEP-MD/DN/VS breakout |
|  |  | Data will be loaded on day 1 from January 2019 to current month.  Each prior month to represent the data as initially generated for that month.  Each month 1 additional month will be added to be saved and not modified |
|  |  | Data on the extract should be defined based on the layout format (Excel with the fields attached)  Final selection of the fields needs to be agreed on? This will be finalized during the design phase |
|  |  | Required Archiving / purging capabilities based on a perimeter driven (like existing EDR process) |

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| Use Case # | MM-UC2 |
| Title | Current view of enrollment history (40 months) |
| Description | Report enrollment for 40 months per each paid month and save and include retroactivity, refresh only for on system Data |
| Actors | Segment Analytics, Employer Analytics, Government Programs, Trend Analytics, Provider Analytics, Corporate Finance & other Analytics groups |
| Pre-Conditions | * Associate has access to the data set * Data does not incudes Out of System (OOS) data * Includes FEP as on system data specifically need non travelers details to be worked during design |
| Post-Conditions | * Data set is accurate * Data is easy to access |
| Trigger | Monthly |

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| Main Success Scenario | Data needed to generate the report enrollment for 40 months per each paid month is available in the data mart | | |
| Step | Actor’s Action | System’s Response |
| 1 | Pull the member enrollment data for 40 months | * All the required data is available * The generated extract should include Commercial & Medicare Advantage members |
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| Alternative Scenario 1 | NA | | |
| Step | Actor’s Action | System’s Response |
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| Exception | If extract / file is created without required data | | |
| Step | Actor’s Action | System’s Response |
|  | If extract / file is created without required data | * Create a snow Severity 3 ticket and assign it to the SNOW group “bcbsri-etl “D&A team if an extract is created without required data * NTT’ Data’s “Data & Analytics/EIM” team is the point of contact for manual generation of extract |
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| Data Input | The main source of data will be   * EDR * Out of System (OOS) * Salesforce, MMR, & Acxiom |
| Data Output | Enrollment information data for 40 months of saved monthly data |

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| Business Rules | Rule # | Description |
|  | Member enrollment information is updated each month |
|  | Include only members from EDR with Count\_month\_num = 1 |
|  |  | Will not include OOS Membership   * National Alliance (NA) * Blue Card * PDP * FEP-MD/DN/VS breakout |
|  |  | Data will be loaded on day 1 for the previous 40 months.  Ongoing load would count for retro activity |
|  |  | Data on the extract should be defined based on the layout format (Excel with the fields attached)  Final selection of the fields needs to be agreed during the design phase |
|  |  | Required Archiving / purging capabilities based on a perimeter driven (like existing EDR process) |

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| Use Case # | MM-UC3 |
| Title | Member Movement |
| Description | * Member Movement is the count of members moving in and out of BCBSRI's Market Segments, measured by comparing monthly snapshots of certified enrollment (COUNT\_MONTH\_NUM=1) to identify changes in the MARKET\_SEGMENT that each member's CONSISTENT\_MEMBER\_ID is associated with. * Note: For Medicare Advantage, a 'New Account' or 'Lost Account' would be represented by GROUP rather than ACCOUNT\_NAME |
| Actors | * Financial Analyst, Actuarial Analyst |
| Pre-Conditions | * Data is available in EDR * OOS Data is also available for National Alliance (NA) only * Salesforce, MMR, & Acxiom |
| Post-Conditions | * Data Extract with all the fields is available for reporting on Member Movement * Data set is accurate * Data is easy to access * Views are standardized |
| Trigger | Monthly |

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| Main Success Scenario | Data for the Member Movement, which is the count of members moving in and out of BCBSRI's Market Segments, is available in the Data Mart | | |
| Step | Actor’s Action | System’s Response |
| 1 | Pull the member movement data | * All the required data is available * The generated extract should include Commercial & Medicare Advantage members |
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| Exception 1 | If system failed to display the required Data fields | | |
| Step | Actor’s Action | System’s Response |
| 1 | If extract / file is created without required data | * Create a snow Severity 3 ticket and assign it to the SNOW group “bcbsri-etl “D&A team if an extract is created without required data * NTT’ Data’s “Data & Analytics/EIM” team is the point of contact for manual generation of extract |

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| Business Rules | Rule # | Description |
| BR1 | |  |  | | --- | --- | | **Measurement** | **Description** | | New members | Count of all members new to a Market\_Segment | | New members (New Account) \* | Count of members new to a Market\_Segment as a result of new Commercial accounts | | New members (Organic) | Count of members new to a Market\_Segment as a result of existing Commercial accounts adding members | | New members (Transfers in) | Count of all members new to a Market\_Segment who are present in a *different* Market\_Segment in the prior month | | New members (Whole-case transfers in) | Count of members new to a Market\_Segment as a result of a Commercial account 'transferring' from a different Market\_Segment | | New members (Cyclers) | Count of members new to the Individual Market\_Segment (Direct Pay / HSRI) | | Lost members | Count of all members lost from a Market\_Segment | | Lost members (Lost Account) \* | Count of members lost from a Market\_Segment as a result of lost Commercial accounts | | Lost members (Organic) | Count of members lost from a Market\_Segment as a result of existing Commercial accounts losing members | | Lost members (Transfers out) | Count of all members lost from a Market\_Segment who are now present in a *different* Market\_Segment | | Lost members (Whole-case transfers out) | Count of members lost from a Market\_Segment as a result of a Commercial account 'transferring' to a different Market\_Segment | | Lost members (Death) | Count of members lost from a Market\_Segment who are termed due to death (DISENROLLMENT\_REASON\_DESC containing 'Death') | |
|  | BR2 | **New member**: CONSISTENT\_MEMBER\_ID is present in a MARKET\_SEGMENT for the current month and absent in the prior month  **Lost member**: CONSISTENT\_MEMBER\_ID is absent in a MARKET\_SEGMENT for the current month and present in the prior month  **Note:** During design consider Golden member record for future. |
|  | BR3 | * Data on the extract should be displayed per the business defined layout format (refer TO attachment).   For mapping criteria, refer the attachment. [Member Mart\_fields.xlsx](https://bcbsri.sharepoint.com/sites/CloudNativeDataProject-365/Shared%20Documents/General/Member%20Mart/Member%20Mart_fields.xlsx?d=we96a6f1d1b1e41fd8860a4e1adfc149a&csf=1&web=1&e=PnD9bC)  **Note**: The exact fields will be finalized during design phase. |
|  | BR4 | * The ability to drill down on account / group &/or product family, as it relates to member movement within the market segments |

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| References | **Business Case document link:**  [Business Case \_ Cloud\_Native\_Data - V1\_Approved.docx](https://bcbsri.sharepoint.com/sites/CloudNativeDataProject-365/Shared%20Documents/General/Business%20Requirements/Business%20Case%20_%20Cloud_Native_Data%20-%20V1_Approved.docx?d=wfdc09094224f440db08a547c83b7756d&csf=1&web=1&e=nKgxQJ) |
| **Design Documents:** |
| **Mapping Criteria document:**  [Member Mart\_fields.xlsx](https://bcbsri.sharepoint.com/sites/CloudNativeDataProject-365/Shared%20Documents/General/Member%20Mart/Member%20Mart_fields.xlsx?d=we96a6f1d1b1e41fd8860a4e1adfc149a&csf=1&web=1&e=XZjTdq) |

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| ImpactedApplications/  Systems | Application / System Name | Description | High Level Impact | Owner |
| Enterprise Data Repository (EDR) | Maintain database, extracts and feeds for Electronic Data Repository | Data repository from where all the required data is extracted | BCBSRI- EIM |
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| Special Requirements / User Interface Needs | 1. **Usability**- Accessibility of relevant EDR tables for necessary platforms for creation of extract. 2. **Consistency**- The data type and content in fields from source tables needs to be consistent in the extract being created. 3. **Reliability**- Extract creation should not affect availability and performance of other applications. 4. **Availability**- DataStage and Sterling systems should be available 24/7 (minus maintenance window). Freeze period is pre-defined depending on components to be deployed and is communicated to business. 5. **Supportability (Configurability)** - Field lengths and type the same across all systems. 6. **Maintainability**- Various Teams responsible for handling severity tickets and communication based on different scenarios as mentioned in “Exception scenarios”. 7. **Design**- Designing is required, and will done by the D&A team 8. **Error Management**- NA 9. **External Systems**- 10. **Implementation (Platform Support)** - DataStage platforms to be used for accomplishing development tasks for all extracts. 11. **Security**- Files transmitted to and from BCBSRI will use the secure file transfer protocols established by BCBSRI. Files will be dropped and picked up predefined Landmark folder locations. Standard security guidelines for BCBSRI will be followed. |
| Assumptions / Questions / Constraints / Notes | * Data mart will be build using EDR guidelines currently in place   Control – Standard controls will be in place  Naming standards – will be matching EDR (standard naming conventions)  Meta Data -Business use meta data will be provided by EDR   * The requirements which are mentioned as “TBD” (To Be Discussed) in this document are considered as constraints. These gaps will be acknowledged during this project implementation and deployment. |
| Screen Mockups | NA |
| Frequency | The data will be refreshed in the data mart on Monthly basis. |
| Owner | Data & Analytics Team |
| Priority | Top |

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| Glossary | # | Abbreviation | Description/Definition |
| 1 | BCBSRI | Blue Cross Blue Shield of Rhode Island |
| 2 | CMS | Center for Medicaid and Medicare Services |
| 3 | EDR | Enterprise Data Repository |
| 4 | EIM | Electronic Information Management |
| 5 | EST | Eastern Time Zone |
| 6 | ETL | Extract Transformation and Load |
| 7 | HCC | Hierarchical Condition Category |
| 8 | HEDIS | Healthcare Effectiveness Data and Information Set |
| 9 | HHMMSS | Hour, Minute, Seconds |
| 10 | HP | Health Plan |
| 11 | IKA | IkaSystems Corporation provides Web-based enterprise resource planning technology for process automation and intelligence management to support health insurers' commercial, and Medicare and Medicaid businesses. |
| 12 | MA | Medicare Advantage |
| 13 | MAO-004 | Medicare Advantage Organization monthly file from CMS |
| 14 | MMR | Monthly membership report monthly file from CMS |
| 15 | MOR | Model Output Report, a risk adjustment report from CMS |
| 16 | P2 | Priority 2 |
| 17 | PDF | Portable Document Format |
| 18 | RAPS | Risk Adjustment Processing System |
| 19 | SA | Substance Use (Was changed from Substance Abuse) |
| 20 | SFTP | Secure File Transfer Protocol |
| 21 | SRS | System Requirements Specifications |
| 22 | TBD | To Be Decided |
| 23 | TRR | Transaction Reply Report is a daily report file that contains records for Medicare Members contracts |
| 24 | TXT | Text |
| 25 | YYYMMDD | Year, Month, Date |