Deloitte.

Anthem #606
All Hands Meeting

April 4, 2019

If you have any questions during the presentation please contact one of our IM coordinators via Skype for Business:

- *Harjyot Singh (harjysingh@deloitte.com)*
- *Urvashi Jajoria (ujajoria@deloitte.com)*

Deloitte.

Anthem #606 ALL-HANDS AGENDA

April 4, 2019

Time	Topic	Presenter
9:00 – 9:15	Overall Program Update	Arun Natesan Bruce Scheffel
9:15 – 9:30	R3 Readiness	Satish Lalwani Balaji Ramdoss
9:30 – 9:35	USI Update	Ponnu Kailasam
9:35 – 9:50	Practitioner Spotlights	Dan Campbell
9:50 – 10:00	Q&A	-

Copyright © 2019 Deloitte Development LLC. All rights reserved.

Overall #606 Program Update

Arun Natesan

Bruce Scheffel

#606 Program Update

Deloitte.

Traditional Migrations

1 / 1	• 98% of customers have latest benefit selections configured
2 / 1	• Benefit configuration complete
3 / 1	• >99% of customers have final benefits configured
4 / 1	• 99% of customers have latest benefits configured
5 / 1	• Awaiting final intent from 37% of customers

Development on Prime

R2	• Completed and achieved all objectives as of 3/15
R3	• On track for April release (4/13) • Team is working towards Drive to Zero Defects goal • SIT and 3P testing complete, regression and E2E in progress to be complete 4/5
R5	• SIT in progress • Task Management has completed all functional user stories; Integrated Claims Screens user stories in progress with UI/UX refactor
R6	• Claims Volume Testing is in progress, currently processing ~80k claims • SIT cycle 1 will overlap with SIT cycle 2 (planned start date 4/8) • Overlap due to SIT cycle 1 being at 47% (302 of 637) claims adjudicated; delay due to environment, data availability issues, and CS90 kernel claims / CFM validation throughput

Transition Update

Testing

- Onshore testing transition complete
- Legato Testing team has taken complete ownership of Test Data Management activities & R6 Functional Regression Testing
- Offshore testing transition in progress – reverse shadow 90% complete and planned to finish on 4/12

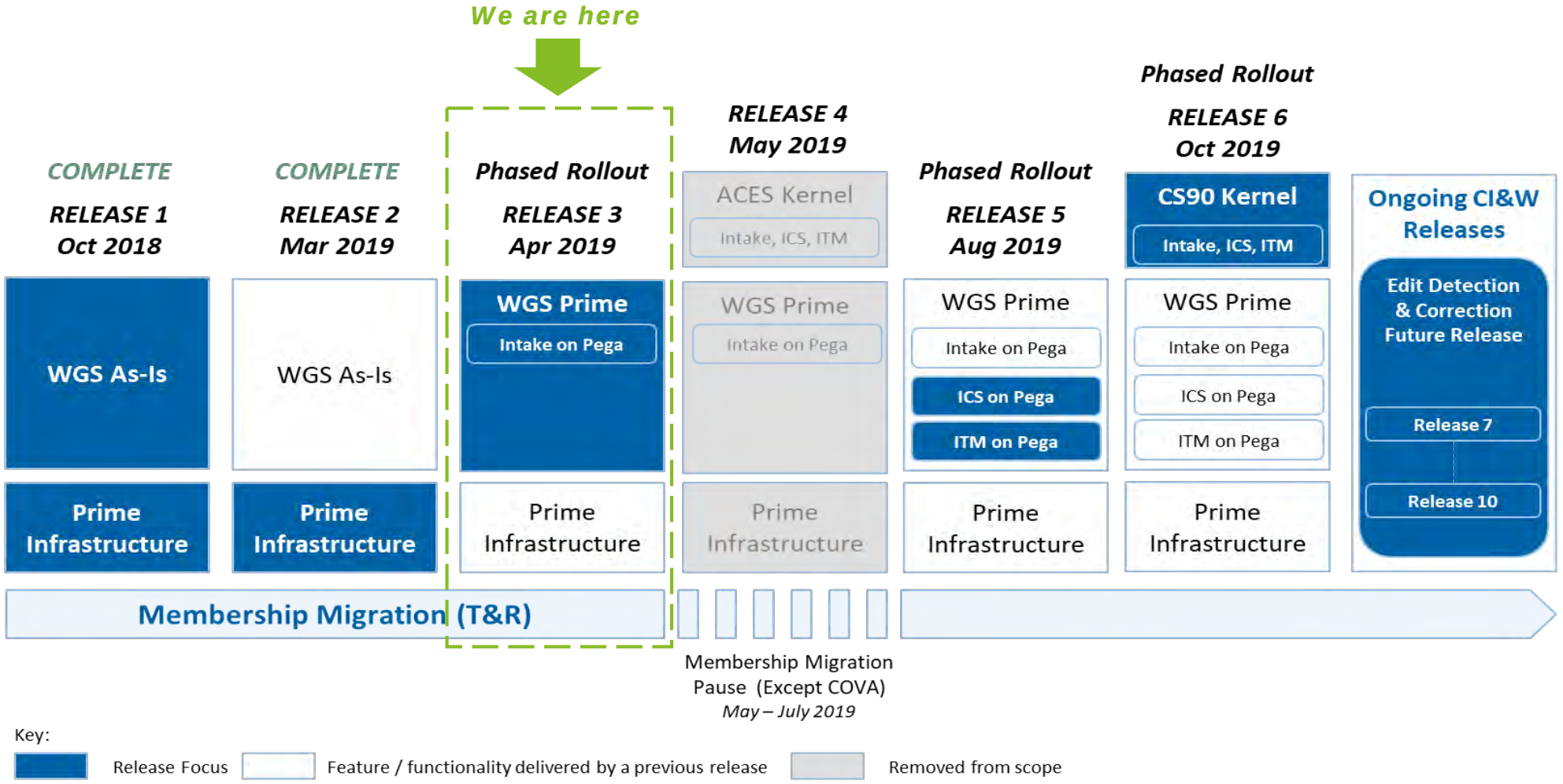
Conversions

- Transition started 1/2 with an initial focus on transitioning Facets & CHIPS by 4/12, and subsequently ACES and CS90 by 5/17
- Anthem resource procurement challenges have delayed the transition activities (revised end date : 6/14)
- Traditional migrations (CHIPS/FACETS) for offshore is on track, onshore behind by 4~ weeks – KT and shadow sessions are complete and reverse shadow has been initiated

Copyright © 2019 Deloitte Development LLC. All rights reserved.

#606 Release Plan

We are implementing a phased release approach beginning in October 2018 and sequencing the technical implementation plan to minimize risk and deliver value



Each release has a corresponding roll out plan that manages risks as claims volumes increase, additional users are added, and kernel business is migrated to the new platform

Copyright © 2019 Deloitte Development LLC. All rights reserved.

Release 2 Established a Separate Prime Infrastructure

Key objective of Release 2 was to accomplish isolation of Prod and non-Prod environments

Release 2
(Infrastructure Release)

Establishing a Prime Infrastructure environment:

- Creates R3-R6 Endevor Pipelines
- Removes Non-Production Workload
- Remediates any application links between production LPARs and non-production LPARs
- Remediates NDM Production / Non-Production separation
- Builds out additional Prime dev/test environments needed to complete previous WGS legacy environment capabilities
- Certifies IMSH/IMSI as replacement for IMSN/IMSW for non #606 testing uses
- Enables decommission of legacy WGS LPARs

Major Accomplishments in March

- ✓ Effective 3/18 all WGS Production deployments are from Prime Endevor (Legacy Endevor in read only mode)
- ✓ 3,334 entanglements between Production / Non-Production on CA Sysplex remediated
- ✓ 31 Prime regions built and in use. 13 of 33 WGS Legacy environments no longer in use and applications teams migrated to Prime

Obstacles Overcome

- ✓ Engaged and supported POR teams to move to Prime regions
- ✓ Coordinated POR, 606 and Boundary Systems teams to orchestrate data refreshes in various Prime environments
- ✓ Partnered with Endevor team to deploy pipelines and migrate users to Prime Endevor

Copyright © 2019 Deloitte Development LLC. All rights reserved.

R3 Readiness

Satish Lalwani

Balaji Ramdoss

Release 3 is creating the common application foundation for future functional releases

Deloitte.

Release 3
(Functional Release – CI&W intake)

Modernization of claims intake:

- Enables real-time claims dashboard to visualize and monitor Anthem's claim processing environment
- Allows for a common claims intake (across CS90 & WGS) to be on the modernized Pega platform, which is scalable and rules driven
- Lays the foundation to migrate over functionality such as: Edits, Manual Functions, Task Management, Automation, and etc., from mainframe to the modernized Pega platform
- Enables shift of mainframe workload to Pega

Major Accomplishments in March

- ✓ All functional user stories completed, delivered 32 features (comprised of 496 user stories) to SIT
- ✓ Completed 100% of SIT test cases, including resolution of 815 defects. Our focus is to drive to zero defects at the time we go live
- ✓ Achieved claims throughput of ~47 claims/second and 2.0M claims volume through accelerated volume testing

Obstacles Overcome

- ✓ Transitioned delivery leadership in May 2018 to drive improved delivery transparency and code quality
- ✓ Deployed four zLinux environments corresponding to development, test, and production parallel Prime environments
- ✓ Partnered with Pegasystems to implement features and defect fixes to the Pega product, including SF claim type and performance enhancements

Copyright © 2019 Deloitte Development LLC. All rights reserved.

Release 3 Phased Rollout Plan

Claims intake go live in April 2019 as part of Release 3; the rollout plan uses a phased approach (4 phases, by claim type) that minimizes operational and business risk as the capability is enabled

Release 3 Roll Out Plan

	APRIL ENTERPRISE RELEASE 1 April 12-14	MAY ENTERPRISE RELEASE 2 May 10-12	JUNE ENTERPRISE RELEASE 3 June 14-16	JULY ENTERPRISE RELEASE 4 July 19-21
Claims Type	• EDI Paper (non-ITS host) • EDI Unicare • EDI Medicare/COB (crossover)	• EDI Commercial	• Vendor feeds (non-ITS) • Secondary claims (non-ITS) • Batch adjustments (non-ITS)	• EDI ITS Host / Paper ITS host • ITS Host Migration* • ITS Home (WGS ITS) • Vendor feeds / secondary claims / batch adjustments (ITS)
Daily WGS Claims Volume	73,621 (11.8%)	293,667 (47.2%)	16,810 (2.7%)	237,685 (38.2%)
Systems Updated	• EDI	• EDI	• WGS Prime	• EDI • WGS Prime • ITS
Cumulative Daily Volume	*73,621 (11.8%)*	367,288 *(59.1%)*	384,098 *(61.8%)*	621,783 *(100%)*

* ITS host migration code (for newly migrated states) would be moved in July release. ITS Host migration would begin in August

Copyright © 2019 Deloitte Development LLC. All rights reserved.

Release 3 Go-Live Readiness

Release 3 go-live requires the functional completion of the Release 3 major components and validation of the Release 3 go-live readiness focus areas

Release 3 Major Components

CIW Claims Intake (Prime)	ITS v19.0 *To continue in the traditional WGS path until July 2019*	April PORs / SSCRs

Release 3 Go-Live Readiness Focus Areas

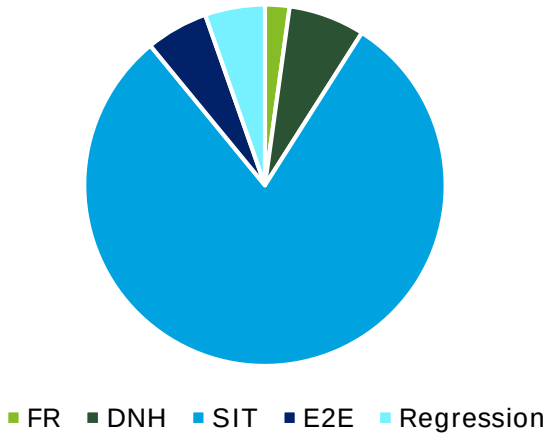
Testing	Claims Volume Testing	Production Readiness
Functional Regression (FR) Perform connectivity testing for all applicable boundary systems to ensure connection is established between WGS and the boundary system	**Performance / Scalability** Focuses on improving CIW claims processing rate, identifying performance enhancements, fixes, and indexes to meet production performance targets	**Infrastructure** Build production hardware environments, and scale volume testing hardware to match production sizing and performance
Do No Harm Validates existing functionality is not impacted by the Release 3 CIW code base introduced	**Functional Equivalency** Confirms the CIW output of local Commercial (WCF), ITS Home (SF), and WGS processed (DDC) claims match the output of legacy processing	**IT Operations** Determine team and ownership of production application, including transition plan and timeline
End to End Perform integrated testing across multiple business process / workstreams to validate production-like lifecycle	**Error and Exception Handling** Focuses on reporting errors and re-processing errored-out claims	
Regression Testing Perform repetitive testing to ensure that previously developed and tested functionalities are not broken by new code promotions	**IT Operational Readiness** Processes to move Pega configurations from Pre-Production to Production environment. Perform IT Operational Readiness scenarios with Lights On teams to transition support of CIW platform	

Copyright © 2019 Deloitte Development LLC. All rights reserved.

Release 3 Go-Live Readiness – Testing

Early Functional Regression testing enabled early detection of environment related defects and smoother execution of SIT, only a few E2E and Regression test cases remain open

Total Test Cases



	# Passed	As of 4/03 # Open
Functional Regression (FR)	260	-
Do No Harm	809	-
SIT	9,490	-
End to End	661	35
Regression Testing	636	80
Total	**11,856**	**115**

What Types of Defects Were Remediated?

As of 4/01

Environment Configuration Error	27%	**Test Error**	16%	**Existing Bug**	5%
Code Error	16%	**Requirements Error**	7%	**Design Error**	3%
Data Configuration Error	16%	**Human Error**	7%	**Deployment Error**	2%

Copyright © 2019 Deloitte Development LLC. All rights reserved.

Release 3 Go-Live Readiness – Volume Testing

In October 2018, volume test results yielded a claims processing rate of <1 claim per second with a platform that was unable to process more than 10,000 claims in a single file. Through accelerated volume testing, working with Pegasystems on performance enhancements and fixes, and tuning performance improvement levers on the platform, the most recent volume test run has significantly increased throughput to ~47 claims per second, nearly a 47x increase

#	Run Date	Filetype	Claims Processed	Defects Identified	Execution Time	Claims Per Second
1	Oct 30	Local Commercial (WCF)	9,323	19 defects identified	*End-to-end execution not captured*	*<1*
...	...	...	...	...	...	*N/A*
9	Dec 24	ITS Home (SF)	26,342	9 defects identified	4 hours 23 minutes	*2-3*
10	Jan 04	Local Commercial (WCF5)	55,244	18 defects identified	9 hours 41 minutes	
11	Jan 16	Local Commercial (WCF)	17,820	24 defects identified	1 hour 54 minutes	
12	Jan 18	ITS Home (SF)	47,692	5 defects identified	2 hours 54 minutes	*5*
13	Jan 19	Local Commercial (WCF)	137,516	23 defects identified	5 hours 10 minutes	*7*
14	Jan 23	Local Commercial (WCF)	168,382	28 defects identified	4 hours 10 minutes	*10*
15	Jan 29	Local Commercial (WCF)	172,816	13 defects identified	2 hours 33 minutes	*19*
16	Feb 02	Local Commercial (WCF)	162,235	5 defects identified	1 hour 31 minutes	*30*
17	Feb 04	Local Commercial (WCF)	347,949	5 defects identified	3 hours 0 minutes	*32*
18	Feb 11	Local Commercial (WCF)	610,288	4 defects identified	5 hours 7 minutes	*33*
19	Feb 16	Local Commercial (WCF)	613,530	34 defects identified	4 hours 9 minutes	*41*
20	Feb 17	Local Commercial (WCF)	1,199,708	1 defect identified	6 hours 12 minutes	*41*
21	Feb 25	Local Commercial (WCF)	1,600,000	3 defects identified	8 hours 54 minutes	*47*
22	Feb 27	Local Commercial (WCF)	2,018,333	2 defects identified	11 hours 30 minutes	*47*

First Run

<1

Claims Processed per Second

Release 3 Target

28

Claims Processed per Second

(minimum target – 800k over 8 hours)

End State Target

45

Claims Processed per Second

(projected production peak – 1.6M over 10 hours)

Progress to Date

47

Claims Processed per Second

(we are here)

Copyright © 2019 Deloitte Development LLC. All rights reserved.

Release 3 - Drive to Zero

Goal to have ZERO DEFECTS when the R3 go live begins on April 13th. CI&W team is tracking defects across SIT, CVT, E2E, and 3P daily through development, re-test, and closure to achieve this goal.

Drive to Zero: Daily CIW Defect Dashboard

	Development (In Progress)	Resolved	Total
SIT - System Integration Testing	2	3	**5**
CVT - Claims Volume Testing	7	0	**7**
E2E – End to End Testing	1	3	**4**
3P - Testing	0	0	**0**
Total	**10**	**6**	**16**

3 ***days to enterprise code freeze***

9 ***days to first Release 3 go live***

Copyright © 2019 Deloitte Development LLC. All rights reserved.

Release 3 Go Live Readiness – Production Readiness

CIW is a new Claim intake system built in PEGA which will receive XOVER, Unicare, and Paper Claims from EDI and send the claims in WCF++ files to WGS claims for adjudication Approximately 11% of claims will flow through CIW in April. Remaining volume of claims will continue to flow to WGS from EEDI.

Readiness Tasks	Status
CIW Implementation Release Plan	
WGS Implementation Release Plan	
CIW PRE-PROD Deployment	
IT/Business roles & responsibilities (RACI)	
Define Workflow and escalation path	
EEDI Flow Control Configuration	
Hypercare support model definition	
SIT/E2E/CVT/3P/UAT Defect Resolution	In progress
Knowledge Transfer to PEGA CoE LO	In progress
SIT/E2E/UAT Completion and Sign-off	In progress
3P Completion and Sign-off	In progress
Knowledge Transfer to WGS LO	In progress
Knowledge Transfer to SOA LO	In progress

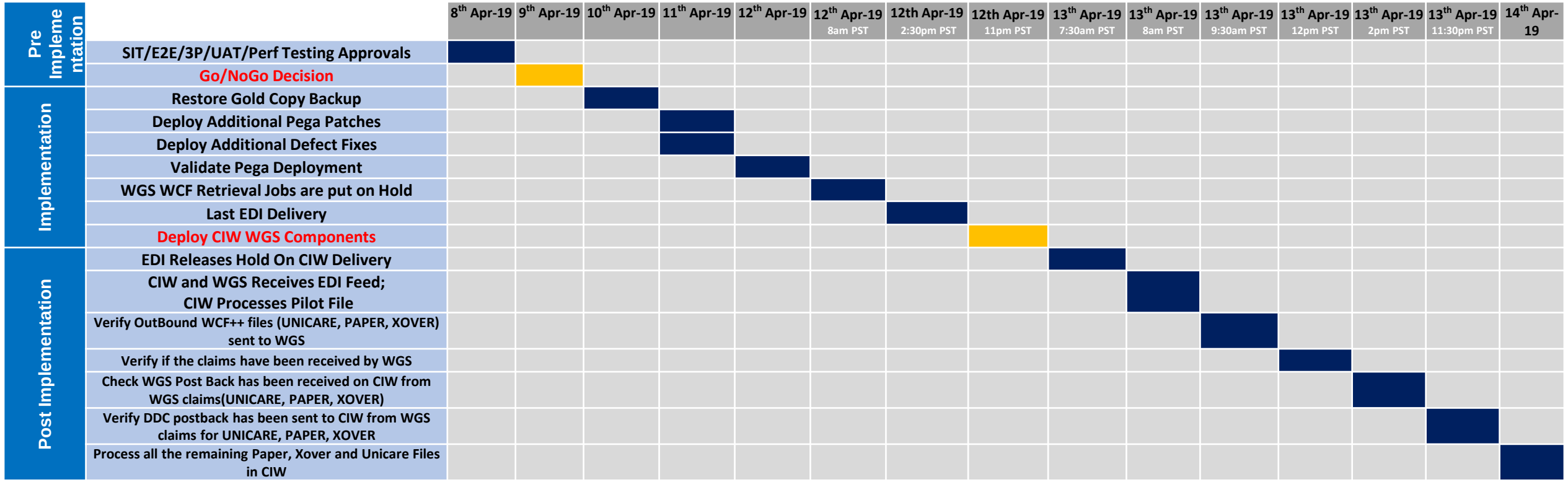
Support Teams	Responsibilities
Operational Support	• Impact analysis and triaging Issues to correct owners – Lights-On, CIW Pega, CIW WGS Mainframe, Infrastructure team, etc. • Quick turnaround for data/code fixes
Lights-On Collaboration	• Alerts on critical batch processing • Publishing critical jobs executive dashboards
App Dev Collaboration	• Defects analysis, fixes, and deployment of code into production • System health monitoring, Claim Status dashboard reporting
Executive Reports and Dashboards	• Publish approved metrics and trends dashboards to the leadership team

Pre Prod Cutover Tasks & Status

Pre Implementation	Prod Environment Server Configuration	Completed
	JVM Pega and Service Setup	Completed
	NAS Storage	Completed
	Oracle Schema	Completed
	F5 (Batch/Interactive/Services)	Completed
	EFX	Completed
	Splunk	Completed
	Control-M	Completed
	Infogix	Completed
	AES	Completed

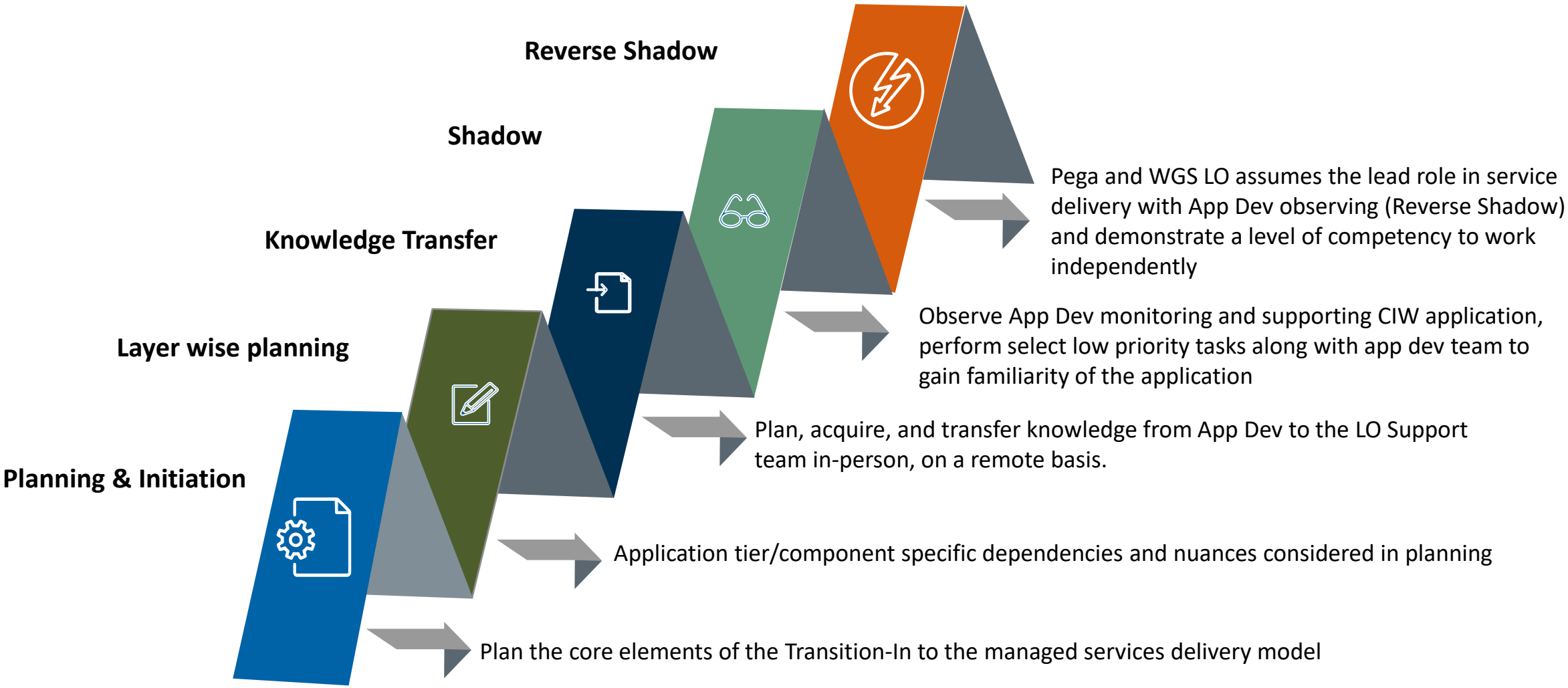
Implementation	Deploy Pega Patches	Completed
	Deploy Pega DB	Completed
	Deploy CIW Pega Rules	Completed
	Validate Schema, Rules and DSS	Completed
	Take CIW Gold Copy Backup	Completed
	Perform Smoke Test	In Progress
	Perform Shakeout Testing	In Progress

Prod Cutover Tasks & Status



Release Transition Approach

The CIW transition for Release 3 will cover the following stages



Release 3 Knowledge Transition and Support Approach

Planning & Initiation

- **Identify, review and confirm resources** across workstreams
- Finalize **logistics** and schedule KT sessions
- Submit **access requests** (physical and system)
- Refine **SME / Application specific logical groupings** for knowledge transfer
- Establish **communications** and **governance** during transition
- Define **knowledge acquisition plan**
- Collect and review **documentation** (jobs, manuals, run books, etc.), identify high-risk problem areas or gaps in knowledge
- Develop **communications plan** and **onboarding** process

Exit Gate 1
Approved Planning exit Criteria
Support Structure confirmed

Knowledge Transfer (Before Go-Live)

- Conduct Knowledge Transfer sessions
  - Pega COE
  - SOA/MFE
  - Infogix
  - WGS LO
- Conduct **application and architecture and design overviews**
- **Assess and understand current processes** and activities
- Overview of the WGS changes, including new jobs, Infogix jobs and scheduling dependencies
- Review all special, manually triggered, automatic and ad-hoc jobs
- **Playback sessions** to validate understanding from knowledge acquisition sessions

Exit Gate 2
Approved KT exit Criteria
Resource Review Conducted

Hypercare (After Go-Live)

- Conduct Knowledge acquisition sessions
  - Pega COE
  - SOA/MFE
  - Infogix
  - WGS LO
- Conduct **application and architecture and design overviews**
- **Assess and understand current processes** and activities
- Overview of the WGS changes, including new jobs, Infogix jobs and scheduling dependencies
- Review all special, manually triggered, automatic and ad-hoc jobs
- **Playback sessions** to validate understanding from knowledge acquisition sessions

Exit Gate 3
Approved Hypercare exit Criteria
Resource Review Conducted & Finalized

Release 3 Hypercare Model (April 12 - 22)

HyperCare Operating model enables collaboration across all functions and teams participating in Implementation

Business Teams | **IT Teams**

Executive Leadership

Provide Directions	Review & authorize required code/configuration fixes	Authorize remediation plans

HyperCare Management Team

• Governance for CIW program • Key Stakeholders management	• Release Governance • Manage CIW meeting cadences	• Escalation management • Executive reporting

HyperCare Execution Team

Communicate	Collaborate	Remediate
• Report on issue resolutions & impediments • Publish daily dashboard & metrics • Triage issues • Manage Issues log	• Build mitigation plan for impacted functions • Collaborate & engage with various stakeholders teams for quicker issue resolution	• Provide quick code / data fixes • Shakedown testing in IMSM • Move Changes to Production

Lights-on Support | **CIW Pega** | **WGS POR/SSCR** | **Infogix** | **EFX** | **Infrastructure Team** | **EEDI**

Release 3 Hypercare Support Coverage

Our planned support model covers 24*7 support, with one shift at Onsite USA and 2 shifts out of India.

Support Timing from Offshore and Interaction window with US Time												
Eastern time	4:00 AM	6:00 AM	8:00 AM	10:00 AM	12:00 PM	2:00 PM	4:00 PM	6:00 PM	8:00 PM	10:00 PM	0:00 AM	2:00 AM
Onsite Shift				**Onsite shift 3 Between 9 AM and 6 PM US ET**								
Offshore Shift 1								**Offshore Shift 1 (6 PM EST to 2 AM EST)**				
Offshore Shift 2	**Offshore Shift 2 Between 2 AM and 9 AM IST**											**Offshore Shift 2**
Systems Monitoring	**Batch job monitoring (To be discussed further for the time window and support needed)**											
India Time	1:30 PM	3:30 PM	5:30 PM	7:30 PM	9:30 PM	11:30 PM	1:30 AM	3:30 AM	5:30 AM	7:30 AM	9:30 AM	11:30 AM

Shift Hand-off

This hand off occurs offshore and involves shadowing to continue rest of the work at offshore

Shift Hand-off

This hand off will be a telephone call as well as shadowing of work to sync up on the work that was accomplished offshore during US night time

Shift Hand-off

This hand off will be a through mails and occasional calls to level set what transpired onsite and the work to be accomplished offshore.

Features of the coverage model:

- 24 x 7 in-person coverage
- India business day coverage of US over-night batch and production operations
- During Eastern Daylight Time, Offshore Shift 2 resources will support until 14:30 PM EST

Release 3 - RACI

R3 Claims Intake & Work flow - RACI

Orange - Hypercare; Yellow - Warranty; Green - Steady State

Activity Category	Key Responsibilities		Responsible IT Teams												
			Legacy Lights On	Pega CoE	CTS	Anthem IT	z/OS Sys Admin	MR Sys Admin	IMS Admin	Oracle DBA	Infogix	SOA	SPE	MFE	EFX
Batch Job Monitoring for WGS Claims batch jobs including the CIW modified components	Provide 24x7 application monitoring for production environment. Application health checks based on alerts received from Anthem's incident management system, service center		R, A	I	C	I									
			R, A	I											
			R, A	I											
Batch Job Monitoring for WGS Claims batch jobs including the CIW modified components	Provide incident management for all application components that were added, modified for CI&W functionality for all the claims application components in scope, conforming to Production incident SLA's		A	I	R	C,I									
			A	I	R	C,I									
			R,A	I	C,I	C,I									
Batch Job Monitoring for WGS Claims batch jobs including the CIW modified components	Respond to production batch failures. Rectify issues and restart processing of those components that were added, modified for CI&W conforming to production		A	I	R	C,I									I
			A	I	R	C,I									I
			R,A	I	C,I	C,I									I
Batch Job Monitoring for WGS Claims batch jobs including the CIW modified components	Perform root cause analysis on the batch failures, provide permanent fixes for those components that were added, modified for CI&W conforming to		C,I	I	R,A	I									I
			C,I	I	R,A	I									I
			R,A	I	C,I	I									I
Batch Job Monitoring for WGS Claims batch jobs including the CIW modified components	Perform analysis on the Infogix failures, provide permanent fixes for those components that were added, modified for CI&W		C,I	I	A	I				I	R				I
			C,I	I	A	I				I	R				I
			C, I	R,A	C,I	I				I	R				I
Batch Job Monitoring for WGS Claims batch jobs including the CIW modified components	Perform analysis on spikes in Edits as a result of WCF++ field mis-matches and provide permanent fixes for the field mis-matches		A	C,I	R	I									
			A	C,I	R	I									
			R,A	C,I	C,I	I									
Batch Job Monitoring for WGS Claims batch jobs including the CIW modified components	Perform analysis on reduction in Auto Adjudication rates as a result of edit due to WCF++ field mis-matches, and provide permanent fixes for the field mis-matches		A	C,I	R	I									
			A	C,I	R										
			R,A	C,I	C,I	I									
Batch Job Monitoring for WGS Claims batch jobs including the CIW modified components	Monitor IMS transactions health to ensure CIW processing is not impacted. Notify the teams of any issues and failures		R, A	C,I	C,I	I			C				I	C,I	
			R, A	C,I	C,I	I			C				I	C,I	
			R, A	C,I	C,I	I			C				I	C,I	
Batch Job Monitoring for WGS Claims batch jobs including the CIW modified components	Respond to z/OS service failures that are impacting the CIW processing, and provide permanent fixes for the services		I	C,I	R,A	C,I			C					C,I	
			I	C,I	R,A	C,I			C					C,I	
			R,A	C,I	C,I	C,I			C					C,I	
Batch Job Monitoring for WGS Claims batch jobs including the CIW modified components	**Initiate the SWAT** as required for resolution of issue having dependency on other teams (such as z/OS Systems Admin, IMS DBA, EFX, Infogix etc.) and publish		A	C,I	R	C,I	C	C	C	C	C	C	C	C	C
			A	C,I	R	C,I	C	C	C	C	C	C	C	C	C
			R,A	C,I	C,I	C,I	C	C	C	C	C	C	C	C	C
Batch Job Monitoring for WGS Claims batch jobs including the CIW modified components	Claims Dashboard detailing the Claims In-take, Status, Adjudication and Finalization status of CIW processed claims		C, I	C,I	R,A	I									
			C, I	R,A	C,I	I									
			C, I	R,A	C,I	I									

USI Update

Ponnu Kailasam

Anthem | Mod Migrations

MM USI Updates

Execution

- **Claims Volume Testing:**
  - USI supporting CVT with testing claim volumes running up to **2 million claims per batch**
  - Multiple tools created to automate the run. Numerous points of comparison included viz. WCF/WCF++, Pre-Mapper/Mapper to ensure early defect identification
  - Team identified & fixed **100+ defects** & is preparing for the R3 production release

- **R3 Go-live:** USI resources identified to support during the release weekend April 13 – 14th .

Transition

- **Conversions:**
  - **CHIPS/ FACETS:** KT and Shadow completed per plan. Reverse shadow 1 completion is at 80% and on track to complete on Apr 12th as planned
  - **ACES/ CS90:** KT completed as per plan. Currently Shadow in progress with hands-on and assignments provided

- **Testing:**
  - KT and Shadow sessions completed for all planned tracks
  - Overall **reverse shadow completion is at 75%** and on track for Apr 12th completion
  - Successfully handed over R6 SIT Design, Test Data Management and Functional Regression tracks to Legato

USI General Elections (April – May 2019)

- Based on the published election dates, our USI offices in **Hyderabad, Bengaluru, and Mumbai** will be closed
- Alternate working days identified to ensure deliverables & **release plans aren't impacted**
- Locations not impacted by election on a specific date will remain open
- Shifts that operate beyond normal voting time will operate as business as usual

USI Office	Date of election/USI Holiday	Alternate working day
Hyderabad	Thursday April 11	Saturday April 13
Bengaluru	Thursday April 18	Saturday April 20
Mumbai	Monday April 29	Saturday May 4
Delhi	Sunday May 12	Not Applicable

Copyright © 2019 Deloitte Development LLC. All rights reserved.

Practitioner Spotlights

606 Business

Bryce Halloran

Jose Berruecos

606 Claims TM

Renga Ramalingam

Sreesh S

606 CI&W

Anoushka Mishra

606 Conversions

Adam Siegfried

Sandeep Bhargava

Divya Sireeshan

Varun Vishwas Kanade

Sriram Sitaraman

Anjana Krishan

Ashish Ranjeet Singh

Deepu Kuruba

606 EB&C

Harshad Tipsey

Sudheer Godi

606 Kernel

Kurias James

Vishal Deep

Pavan Ennala

B S Navya

Sourav Das

606 PMO

Ankit Choudhary

606 Prime

Maruthi Balmuri

Amresh Kadian

Reid Bratton

Alan Zhao

Rafi Basha

Vinay Shet

606 Provider

Sudha Ragunathan

Dinesh Yadav

606 Testing

Sarvamangala Aralakuppe Prabhakar

Anusha Konchada

Bindu Soman

Ravi Shukla

Program Spotlight | 606 Business

Bryce Halloran

- Nominated by Michael Joiner for his commitment and hard work on Parallel Testing Team
- Bryce did a tremendous job in streamlining the leadership reporting for the parallel testing and benefit validation process, he worked very closely with multiple teams involved in parallel testing to make sure the parallel testing tasks are on track and call out any risks that was there to the program.
- He also helped drive analysis that helped EBA and Migration Parallel Testing team to set a risk based testing strategy that incorporates timing and resource constraints. His analytical frameworks and associated reporting dashboard are now a key part of the on-going process

Jose Berruecos

- Nominated by Mike McCallen for his dedication and leadership Migrations Product Team
- Jose is part of the Product Build/Migration team and works closely with key stakeholders to ensure timely execution of a variety of tasks ranging from RPA runs to benefit string handoff for configuration. He also drives the refinalization analysis that is helping migrations to categorize customizations entered in the Product Order Form during each finalization.
- He has been instrumental in tracking and monitoring global product issues, orchestrating a sequence of events to minimize redundancy in RPA runs and streamline the EBA/PBA handoff process

Copyright © 2019 Deloitte Development LLC. All rights reserved.

Program Spotlight | 606 Claims TM

Renga Ramalingam

- Nominated by Mohit Jain and Anoop Bethapudy for outstanding work for TM parallel testing
- As a SIT lead, Renga has played an instrumental role in making sure the data provisioning for VA market is completed within time and with quality
- Renga strives to bring efficiencies and innovation to streamline into the parallel testing efforts (e.g. she was able to reduce data provisioning activities from 45+ days to under 2 weeks for September release onwards)
- Renga has won clients confidence when it comes to testing claims for VA market, and the team relied on her for successful completion of the CHIPS parallel testing

Sreesh S

- Nominated by Mohit Jain, Vinod Ramanujam and Atul Panchwadkar for his outstanding work on CHIPS/ FACETS/ CS-90 TM SIT
- Sreesh has been an integral part of TM SIT and has worked on multiple business critical CRs – Away from Home, Lesser of Logic, CS90-ADP
- His strong analytical skills, ability to take deep dive into issue analysis and sound domain knowledge has helped to identify critical defects in SIT phase
- His expertise in JIRA helped to streamline processes and optimize efforts spent on release closure activities
- His never say never attitude and willingness to deliver his best and efficiency has proved to be instrumental in delivering critical CRs on time since TM SIT inception

Copyright © 2019 Deloitte Development LLC. All rights reserved.

Program Spotlight | 606 CI&W

Anoushka Mishra

- Nominated by Rui He for her contributions to the CI&W Team and Sean Kelly for her contributions to the PMO Team
- Anoushka recently transitioned to CIW, where she develops CIW Claims Volume Test run dashboards and executive reports viewed by #606 Program leadership
- Anoushka was a critical member of the PMO team since July 2018 where she helped drive a number of key activities including coordination of All Hands Meetings, JIRA Quality Management, and JIRA RAIDD Management

Copyright © 2019 Deloitte Development LLC. All rights reserved.

Program Spotlight | 606 Conversions

Adam Siegfried

- Nominated by Adarsh Parappanavar, Ashley Scorsatto and Binu Janardanan for his contributions to Audit and Validations (A&V) track
- Adam is leading the CHIPS and ACES A&V functional tracks under 606 Migrations T&R, he has been working on various initiatives in the A&V domain including creating exhaustive defect tracker (captures counts, aging, trends), JIRA defect logging process and Test Evaluation Summary Document
- Adam was key to building the A&V Tableau dashboard solution which has been well received by the client
- He has built a good rapport with the vendor teams and effectively manages all A&V triaging discussions with timely closure of defects

Sandeep Bhargava

- Nominated by Murugeshram Ranadev, Ashley Scorsatto and Binu Janardanan for his contributions to Audit and Validations (A&V) track
- Sandeep is a Mainframe expert, playing a diverse role on the 606 Audit and Validations team
- Sandeep is a passionate technologist who brings innovation in terms of automation solutions and technical accelerators that have helped the project to a great extent
- He has resolved many complex issues arising from frequent requirement changes impacting A&V solution
- Sandeep has shown great interest in firm contributions and has continuously contributed to capability development by mentoring and training new team members

Copyright © 2019 Deloitte Development LLC. All rights reserved.

Program Spotlight | 606 Conversions

Divya Sireeshan

- Nominated by Aswin Natarajan, Ashley Scorsatto and Binu Janardanan for her outstanding work on all association related work for 606
- Divya has been a stalwart performer on the conversions track and has developed the ability to handle complex work, engage with difficult vendors and coordinate with a demanding client team with consummate ease
- Divya has been instrumental in leading and driving discussions on complex Association migration effort such as for ASG, COVA, MET etc.
- She has been working with several cross-functional teams across E&B, Program Execution, ASO and other tracks to make sure all requirements are appropriately addressed, issues & risks are duly discussed and next steps identified

Varun Vishwas Kanade

- Nominated by Sid Satpathy, Ashley Scorsatto and Binu Janardanan for his outstanding work on 606 T&R production execution track
- Varun has done exceptionally well in handling dependencies and managing both CHIPS and FACETS production execution; as part of this role, he has been incredibly flexible in adapting to the needs of the team
- Varun is a fast learner and an excellent at troubleshooting issues
- His attention to detail, analytical skills, and ability to work with the client in a challenging environment has enabled him to develop a very credible and strong reputation within Deloitte, other vendors, and client team members.

Copyright © 2019 Deloitte Development LLC. All rights reserved.

Program Spotlight | 606 Conversions

Sriram Sitaraman

- Nominated by Nisha Balasubramanian, Ashley Scorsatto and Binu Janardanan for his outstanding work on the CS90 Kernel Migrations
- Sriram has been leading the CS90 Kernel migration for the last 9 months
- He has excellent work ethics and his attention to detail has enabled him stay on top of all the required tasks during migrations
- He is thorough in his work and effectively manages all discussions with timely closure
- His calm demeanor and pleasant personality along with his subject matter expertise has helped him to become a trusted advisor for his client stakeholders

Anjana Krishan

- Nominated by Ashley Scorsatto and Binu Janardanan for her outstanding work on 606 T&R production execution track
- Anjana is part of the MPO team, co-managing the MBC process, and most recently has done an exceptional job driving the 4/1 production MBCs for CHIPS and Facets
- Her attention to detail and ability to engage key stakeholders across the organization to solve a problem, has proven instrumental in triaging gaps throughout the MBC process
- Her ability to maintain a positive attitude and approach to any challenge has enabled the MBC process to become more efficient since the early days of the 606 program

Copyright © 2019 Deloitte Development LLC. All rights reserved.

Program Spotlight | 606 Conversions

Ashish Ranjeet Singh

- Nominated by Brunda Mahishi for his outstanding work on the 606 Conversions
- Ashish has been a true pillar on FACETS conversions and has brought in a real difference with his functional expertise and innovative thinking.
- He has been instrumental in devising the tableau dashboards for executive reporting and impressive client presentations like the A&V video. He has set some very high benchmarks of quality within the team and strives to disseminate the same culture across the board

Thanks Ashish for all of your work!

Deepu Kuruba

- Nominated by Brunda Mahishi for her outstanding work on the 606 Conversions
- Deepu Kuruba has been a star performer on the WGS IT track on the 606 Conversions engagement. She has demonstrated stewardship in handing complex technical tasks that need substantial business expertise.
- She was the primary driving force behind successful realization of a very complex EMPI optimization process in the membership load process which translated to 75 % efficiency improvement. This was critical to the success of the January cohort Membership Migrations where the membership volumes were in excess of a million members.

Thank you Deepu for your excellent thought leadership and commitment!

Copyright © 2019 Deloitte Development LLC. All rights reserved.

Program Spotlight | 606 EB&C

Harshad Tipsey

- Nominated by Kelwyn Yung for his outstanding work on the Command Center
- Embodies a ‘can do’ attitude by demonstrating ability to ‘roll up his sleeves’ and work with Anthem Business/IT to resolve critical Production issues and challenges
- Demonstrates commitment to the client and epitomizes the Deloitte brand
- Instrumental in leading the Command Center team by demonstrating a sense of urgency to improve timeliness of response and increasing quality of issue analysis / resolution by identifying underlying root cause
- Built proactive measures and mitigation plans to avoid recurrent of issues based on historical analysis (e.g. ID card ‘out the door’ report for upcoming cohorts

Sudheer Godi

- Nominated by Subbu Budama for his outstanding work in 606 Billing
- Successfully lead major initiatives in 606 program from offshore viz. 9 States Foundational Build (9SFB), Modernized Migration Release 1 (MMR1) apart from Core PORs viz. DDS - Premium Feed, CalPERS, E-Hub Feed.
- Identified existing production issues for NEW RMB Feed with root cause and proposed solution approach. Business has agreed for a CR through regular process of Anthem JIRA ID creation with requirement details by Intake team followed by Technical and Functional Design walkthroughs. Release is scheduled for Apr 2019

Copyright © 2019 Deloitte Development LLC. All rights reserved.

Program Spotlight | 606 Kernel

Kurias James

- Nominated by Rajiv Garg for his work on Modernized Migration 606 Claims Kernel
- Kurias is mainframes developer and lead the development for BOB, COB and CDHP tracks
- He has played crucial role in BOB and CDHP testing with CS90 and CIW teams. He lead the working session discussions, identify and resolve critical issues
- Support late night calls
- Kurias possesses strong technical knowledge and demonstrated flexibility and constantly taken up challenging roles and tasks on the engagement.

Vishal Deep

- Nominated by Amol Mulik for his work on ITS Intraplan SIT.
- Vishal went above and beyond his responsibility to deliver ITS Intraplan successfully. He ensured to give importance to minute details while testing critical logic of NY surcharge etc.
- He identified some of the missed requirements from business which helped team to seal them in the current release itself.
- His efforts for NY Surcharge verification was really commendable.

Copyright © 2019 Deloitte Development LLC. All rights reserved.

Program Spotlight | 606 Kernel

Pavan Ennala

- Nominated by Amol Mulik for his work on ITS Intraplan Development Contribution.
- Pavan took care of all ITS Intraplan related to claim pre-finalization changes. Even though there were changing needs, complex NY Surcharge logic – he has spent extended hours in office, weekends to ensure ITS Intraplan delivered successfully
- He has shown immense flexibility and bottomline to ensure quality deliverables.

B S Navya

- Nominated by Amol Mulik for his work on ITS Intraplan Development Contribution.
- Navya handled one of the complex piece of 606 – ITS Intraplan initiative related to downstream feed development.
- Existing logic was very complex & have multiple different scenario's present in it. Business stakeholders were not clear about their needs from downstream standpoint. But she stepped in with her analysis of existing logic and contribute for requirement elicitation.
- While working through Agile methodology, she has demonstrated real agility to adjust to changing needs for ITS Intraplan successful delivery.

Copyright © 2019 Deloitte Development LLC. All rights reserved.

Program Spotlight | 606 Kernel

Sourav Das

- Nominated by Amol Mulik for his work on ITS Intraplan SIT.
- In SIT Lead capacity for the 606 – ITS Intraplan initiative, Sourav has done a phenomenal job in coordinating with multiple business/technical stakeholders, other interfacing applications as well as helping in resolving ambiguous circumstances to meet the demanding timelines without compromising on the quality of the SIT deliverables
- He has done a vey good planning of different scenario's which needs to be designed for FCS/CW downstream needs so that all needed claims can be provided to downstream on time.

Copyright © 2019 Deloitte Development LLC. All rights reserved.

Program Spotlight | 606 PMO

Ankit Choudhary

- Nominated by Rakesh Pandey and Vaibhav Srivastava for his contributions towards the financials management for the program
- Ankit successfully supported critical financial and contractual assignments during the project closeout for the year 2018. Within short time after joining, Ankit earned his role as the POC for key financials deliverables to the client.
- His analytical, problem solving mindset and ability to connect dots across various disciplines of the program continue to be an asset for the team.

Copyright © 2019 Deloitte Development LLC. All rights reserved.

Program Spotlight | 606 Prime Infrastructure Team

Maruthi Balmuri

- Nominated by Vinayaga Prasad for his outstanding work on the PRIME infrastructure team
- Maruthi has been instrumental in the technical shakedown of more than 20+ new PRIME environments as part infrastructure team
- Has lead the offshore team tasks on the environment validation and guided the team through successful implementation
- His tireless late night and early morning calls with offshore team helped us to succeed.

Amresh Kadian

- Nominated by Vinayaga Prasad for their outstanding work on the PRIME infrastructure team
- Amresh has done tremendous job in creating tools to automate multiple PRIME infrastructure setup activities
- One of the tool he developed saved the estimated time to complete the batch setup from 2 weeks to a single day

Copyright © 2019 Deloitte Development LLC. All rights reserved.

Program Spotlight | 606 Prime Infrastructure Team

Reid Bratton

- Nominated by Paul Clevenstine for contributions to Prime Infra team
- Facilitated transition of the Voyager solution into PRIME environments. This integration consisted of numerous batch and real-time interfaces, and required careful coordination between the PRIME team, Voyager team, and CVS.
- Oversaw the provisioning connectivity of Boundary Systems aligned with the EB&C Tower. Over the course of 10 months, this team provisioned approximately 160 unique connections across the six primary #606 development and test regions.

Alan Zhao

- Nominated by Gokul Rao for his contributions to the PRIME Infrastructure team.
- Successfully integrated EDI, EDWard, and eHub to more than 30 new PRIME test environments, enabling testing for initiatives across the enterprise, such as POR, Traditional Migrations, and Voyager.
- Instrumental in triaging, coordinating and resolving infrastructure defects for the Finance, Channels, and Analytics towers.
- Alan is the ‘utility player’ for PRIME and can be quickly plugged in to solve any Infrastructure challenges.

Copyright © 2019 Deloitte Development LLC. All rights reserved.

Program Spotlight | 606 Prime Infrastructure Team

Rafi Basha

- Nominated by Vinayaga Prasad for his outstanding work on the PRIME infrastructure team
- Rafi has done a wonderful jobs of managing PRIME Release Management process for the 606 development
- Managed the PRIME Release inventory, component collisions, retrofits and promoted the changes in the PRIME pipelines
- Has worked multiple long weekends and late nights to make it successful

Vinay Shet

- Nominated by Vinayaga Prasad for his outstanding work on the PRIME infrastructure team
- Vinay has done a wonderful jobs of managing PRIME Release Management process for the 606 development
- Managed the PRIME Release inventory, component collisions, retrofits and promoted the changes in the PRIME pipelines
- Has worked multiple long weekends and late nights to make it successful

Copyright © 2019 Deloitte Development LLC. All rights reserved.

Program Spotlight | 606 Provider

Sudha Ragunathan

- Nominated by George Merkies, Panjugula Anjaneyulu for her outstanding work on the 606 Program WGS Provider
- Key role supporting various MM-606 track – Like Prime, Parallel test support for migration projects, ITS GBD Migration, NASCO.
- Her efforts in coming up with template for Prime Cut over support, Boundary system with minimal support from Anthem resulted in gaining high confidence level with Clients and driving Prime activities independently with no Anthem SME support.
- Very organized, detailed oriented, extremely hard working, always willing to take on additional tasks to ensure quality delivery.

Dinesh Yadav

- Nominated by George Merkies, Panjugula Anjaneyulu for his commitment and hard work on 606 program WGS Pricing.
- Dinesh joined team 606 team Dec 2018, he quickly came up to speed to lead and demonstrated strong functional and technical skills in Pricing system.
- Dev Lead for 606 WGS Pricing system supporting on several tracks such as Prime support, ITS –HOST, PMR, Chuck factors, GBD and Traditional Migration support.
- His meticulous and detail-oriented techniques helped anticipating potential risk in the solutions and coming up with appropriate recommendations to resolve them. He is always thorough with his analysis and very process oriented.

Copyright © 2019 Deloitte Development LLC. All rights reserved.

Program Spotlight | 606 Testing

Sarvamangala Aralakuppe Prabhakar

- Nominated by Dhiman Lahiri for her outstanding work on the R6 Testing Team
- Sarva has been leading our test design efforts for Release 6 in the Modernized Migrations program. From managing IBM in a vendor role and ensuring their 2018 design deliverables are in place to working with the PRIME team and ensuring our testing of boundary systems is identified, validated and complete, Sarva brings rigor, attention to detail and a can-do attitude to the workplace that helps us clear obstacles on the R6 test design team everyday
- Sarva ensures that our Release 6 design is running smoothly and is an invaluable resource to our clients. Thanks to Sarva for all of your work!

Anusha Konchada

- Nominated by 606 Testing leadership for her outstanding contribution to Release 5 Mod Migrations PRIME Testing SIT execution team
- In her current role as R5 SIT onshore lead, Anusha has gone above and beyond in coordinating the execution for over 4,000 tests, surfacing the top issues, and applying the necessary assertiveness during defect triage
- She has also led multiple initiatives within the testing team and has done a phenomenal job in coordinating with multiple Anthem support teams such as Test Data Management, Automatic Provisioning Tool (APT), and Boundary Systems application owners and dev leads
- Anusha demonstrates passion for her work and flexibility in her delivery

Copyright © 2019 Deloitte Development LLC. All rights reserved.

Program Spotlight | 606 Testing

Bindu Soman

- Nominated by Tony Thomas and Koushik Sarkar for her outstanding work as E&B TPM for 606 Traditional FACETS and CHIPS Migrations
- Leadership in managing the EB&C domain as a POD lead. Managed high impact testing related to ID Cards validation, Vendor feeds, E&B changes
- Maintained transparency with leadership and helped resolve critical risk, issues for EB&C domain ensuring timely delivery
- Bindu is an invaluable resource to our clients. Thanks to Bindu for all of your contribution!

Ravi Shukla

- Nominated by Tony Thomas and Koushik Sarkar for his exceptional contribution as T&R Conversion & HCA TPM for 606 Traditional FACETS, CHIPS and CS90 Migrations
- Ravi has done tremendous job in leading T&R conversion test planning and execution for 3 programs simultaneously by collaborating with legacy teams and WGS team
- Ravi supported all other domains and provided guidance for T&R data and alternatives to help them align for delivery
- Additionally, Ravi supported onboarding for new TPMs to help quick ramp up and mentored a number of team members. Thanks to Ravi for all your contribution!

Copyright © 2019 Deloitte Development LLC. All rights reserved.

Q&A

Please press *1 to ask a question OR
contact one of our IM coordinators via Skype for Business:

Harjyot Singh (harjysingh@deloitte.com)

Urvashi Jajoria (ujajoria@deloitte.com)

Deloitte.

THANK YOU!

Copyright © 2019 Deloitte Development LLC. All rights reserved.