**02 Hospital Intake Screens & Claims AnH Redesign Architecture Part 1 Vishnu & Logesh -20250224 1431-1**

0:00  
Apologies case, let's get started for sure.

0:03  
What you can get started with the hospital intake.

0:08  
So hi team in previous session we have some word accident intake intake and it's just been intake.

0:14  
So today the last pending on this hospital intake.

0:18  
So this is called the HA card hospital intake part like it is a pretty similar to the other intake.

0:25  
So you'll be seeing similar client statuses on the client details.

0:29  
I'm going to show you how to pilot line again.

0:37  
The similar pre pre signing page should be seeing seeing here and I hope you guys know why.

0:44  
Here there is no communication to friends.

0:46  
Why?

0:46  
Because this user has already offered the communication referencing proponent references page.

0:52  
So we are not asking them again.

0:54  
OK, I'm going to get started.

0:57  
The same you can add a cover different.

1:01  
All those things are same.

1:04  
OK.

1:05  
The only thing is we don't ask the SSN here, right?

1:10  
I'm not addressed.

1:11  
What we don't ask here.

1:13  
Yeah, just selecting this here and we do have the three options here whether the user is connected in hospital, if S we will be asking another option if the user stay in hospital for at least 20 continuous first GPS again we'll be asking how this user already filed a claim for this software admission and either give this or no, OK.

1:37  
And there is there that is important thing to notice that the first from the other intake.

1:42  
So what that is, we call that as a take logic.

1:46  
OK, so if the user is eligible for a logic, I'll just tell the functionality for the user who is eligible and for the user who is ineligible.

1:56  
OK, for the user who is eligible, he needs to eligible for like he should be admitted to hospital and he should be admitted in hospital for more than 20 hours and he should not have already filed a claim.

2:09  
So once the user selects no here, he's eligible and also coming to this, this particular page, based on the options selected here, we'll be showing the details in the next page.

2:22  
Let me show you the first option.

2:24  
If the user selects first one, the details will be accordingly like which, which best describes the pregnancy, maternity and the questions will be based on the previous input.

2:36  
If I select slip and fall again, we need to describe about the accident, about slip and fall, OK, Also if we need, if we select surgery and accordingly the questions will be OK.

2:49  
I'm just like giving some random details here, OK, This hospital details page.

2:55  
So I'm just continuing my explanation about the eligible user, OK, For the user to be eligible previously I said he said he should stay in the hospital for more than 20 years and he that should not be any previously filed claims, right?

3:09  
That is the first thing.

3:10  
And the second thing is the hospital admission date and discharge it, it should be more or less similar like it should be on the same date or very next date.

3:20  
OK, so I selected to fight, so I'm giving the same discharge date given the hospital name, city and state.

3:29  
And the third thing is for user to be eligible where you are.

3:35  
Yeah, To which date we can file a claim like previously like a six month or one year actually we are able to see the current part in the date here now admission data, discharge it till current date.

3:48  
Oh, previously you're asking previously date of admission, right?

3:52  
I don't think we have that logic in place, Lohish, do we have?

3:58  
No, we don't have that logic, OK.

4:02  
The only thing is the date is not future, we should be good, correct.

4:08  
So the third thing is you are covered dependent admitted in the hospital ICU.

4:14  
It should be no for user to be FICK eligible, OK.

4:18  
And the fourth and last thing is there should not be any additional benefits selected for that user to be FICK eligible.

4:23  
So I'm proceeding with this.

4:25  
Once all these are done here you will be seeing this one, not the required document.

4:32  
Optional document upload pages will be coming.

4:34  
But at this point in time, due to some test data constraint, we are seeing this.

4:39  
But here there will be a lot of other benefits.

4:41  
Don't select anything once you land on this page Here there will be optional document upload.

4:46  
OK, and again, once you select that document, I'll show you another thing.

4:53  
Just keep in mind that here that is optional doc upload and you're uploading a document in that optional doc upload page.

4:59  
You will not be asking the user to add this one document type, but in recurred document, we'll ask the user to add a doc.

5:11  
This one.

5:16  
I hope I'm not confusing.

5:18  
So for the the rest of the steps are similar.

5:20  
So I'm iterating it again for the user to be eligible.

5:25  
First thing is that he should there should not be any already filed decline.

5:31  
OK.

5:31  
And the second one is you can select any options here the admission date and the discharge date should be within same date or very next date.

5:39  
And here there should not be any ICU admission and there should not be any additional benefits selected.

5:47  
OK, once all these are satisfied, the user will be fick eligible.

5:50  
Also I said right, if the user is fick eligible, we will not mandate the user to upload any document meaning it is optional document upload.

6:01  
But if the user satisfies all these four steps but still if the user is deceased in here, sorry here there is an option saying that the user is deceased.

6:16  
If the user is deceased, it is mandate to provide a death certificate, right?

6:20  
So fake eligibilities are not possible over there.

6:23  
So this is the fifth and last option for the user to be physical eligible that the patient should not be deceased.

6:29  
So that is said, I think so all the options, yeah.

6:38  
What are the fields for this question?

6:40  
It is a tactics question for dynamic content based on certain conditions.

6:46  
Which one?

6:47  
Sorry, so all the question that is right from final information people in detail.

6:52  
So whatever the question, it's all static.

6:55  
It it, it is all static.

6:57  
But based on the user inputs, we do modify a few things we hide or show or take them to a different step based on probably Vishnu was just explaining about if you select no, right, probably will take you to a different screen.

7:15  
But if you select yes, probably take you to a different screen.

7:20  
So say for example, they did not get standard, sorry, it's all standard question for all the customers.

7:26  
There is no customized question can be configured for certain customers.

7:31  
Currently it has not been configured yet, but it is all in AEM.

7:37  
So obviously there is a option for us to override it in AEM in case if it is needed, we can override a question.

7:45  
You cannot override a setting.

7:48  
Say for example, I want to bypass this step for this customer.

7:51  
No, it is not possible because that kind of flexibility is what made it so difficult for flame intake and absence intake stain, right?

8:02  
And we do not have a sophisticated system or an engine right now to run all this business rules, right?

8:08  
Like Fla in disability if, if there is a such a system, probably you will make it more guided.

8:15  
But here that is not the case.

8:16  
So UX did an extensive work up to come up with all things that would be absolutely necessary and at the same time not boring the user with a ton of questions.

8:31  
Yeah, thank you.

8:33  
And do we have possible at each steps like based on your development process, what are the possible errors can occur?

8:44  
And that is the from the UI perspective.

8:51  
Can you come again?

8:54  
No, we have the possible error screens like technical difficulties error, something like that.

8:59  
Common error.

9:00  
Yes, there is only one technical difficulty screen.

9:04  
And if anything happens, we always redirect the user to the technical difficulty screen.

9:10  
OK, thank you.

9:12  
Yeah, sure.

9:22  
Yeah.

9:23  
Please join this up.

9:23  
Go ahead.

9:32  
Yeah.

9:32  
What's your question?

9:36  
I think Vishnu told, right.

9:38  
So what is meant by big eligibility right?

9:44  
Actually I'm trying to find out the full form of the effect.

9:46  
I just know I had to forgot.

9:48  
But the intent was to understand if the user really needs to upload any documents, right?

9:54  
Say for example, there are certain scenarios wherein they would be directly covered.

9:59  
For example, they did go to hospital and they did stay just for one or two days.

10:04  
And if the amount that derive actually is less than their actual claimable amount, then they need not even upload any documents.

10:16  
It will be auto adjudicated at some point.

10:19  
OK.

10:20  
So in order to minimize that right?

10:23  
So in order to bypass or give document as an optional flow, we have introduced this logic.

10:29  
But in time probably the same indicator would be sent to entity so that they can use that specific flag in order to proper probably auto adjudicate or something, right.

10:42  
So there is a ton of business logic that we have added in order to determine whether the user is actually eligible for the that fic or not.

10:54  
So I actually forgot what the full form is.

11:00  
If the claims on I know all the 1600 they don't have ICU and they don't have additional care benefits, then they're eligible for that.

11:09  
Yeah, right.

11:10  
I'm just looking for HIC.

11:11  
What is different form Katie for that.

11:16  
I remember Melissa used to say I mean I kept on asking till I completed the logic, but still some of it for that.

11:27  
I'll get back to you guys once I find out people for OK.

11:31  
But the intent here is, yeah, yeah, the overall amount, if as long as it is less than 1600 and if it was not an ICU admission and there are few additional items, I'm hearing an echo.

11:50  
And if there are few additional items and if it satisfies all those conditions, and then we ask the OR we inform the user that they need not upload the documents.

11:59  
But if the user still wants to upload the documents, they can definitely do that as well.

12:05  
OK, so that was the intent here.

12:07  
The initial intent logins.

12:11  
Just one thing in the Step 3 or 4, I guess we had this additional benefits check, yes, which makes a patient eligible for this.

12:23  
I just wanted to know what kind of additional benefit like we have so that a person can be eligible.

12:29  
The additional benefits is actually at the customer level, I believe if I'm not wrong, at least that's the behavior that I have been seeing lately.

12:38  
So what happens is based on the plan that they have, they will have certain benefits, OK.

12:45  
In lower region, we don't, we do not have the right test data.

12:49  
So the one that you see is just something that we manipulated so that we can get it up here, OK.

12:55  
So ideally they would be eligible for one or two benefits or even 10 benefits or even more than that, right.

13:01  
And there is an intermediary lookup logic that we have written to derive this list, OK.

13:07  
So what we do is we get a list of additional benefits from our back end system.

13:12  
We look it up, match it up.

13:14  
There are things that we had to suppress and all those configurations are available in a specific election.

13:19  
So we run up all those logics and then derive the final benefits that we are supposed to show here.

13:25  
Say for example, there might be 5 benefits and out of which 3 has to be clubbed together and shown under other benefits, right.

13:32  
So similarly they might have different sets of benefits also.

13:36  
That is also possible.

13:37  
So all those is based on a look up that we have probably I'll be explaining it during our code work through.

13:46  
But if you ask for a list of benefits, there are probably 150 to 180 benefits in total.

13:53  
But it's not like everyone is eligible for all the benefit.

13:56  
It is based on their plan.

14:00  
OK, thank you.

14:03  
Sure.

14:06  
Any other questions?

14:09  
We wanted to show another variation as well within this flow wherein if the user is not eligible for any additional benefits, how would it look like?

14:20  
That is something that we wanted to show.

14:26  
Go on Visha, probably you can.

14:29  
So, so the I mean show the second scenario wherein whatever you just shown showed, right.

14:34  
Just try to explain it and then I'll suppress it in the back end.

14:38  
We can talk about the bypass.

14:41  
I mean they have to fill it right.

14:42  
So that will test out to this.

14:45  
So you'll be suppressing non issue benefit in the back end.

14:49  
Yeah, after, after you explain whatever you are about to explain.

14:52  
OK, so based on the data steam previous input, the questions will be coming here accordingly.

15:07  
See previously I filled some inputs, right?

15:09  
Why that is not coming is since I go to previous screen and give different inputs so those datas will not be saved here.

15:35  
And for the user, I mean for user if there is no any uploaded documents, we'll be showing here another system since I upload all the necessary documents here, that is it is not coming.

15:49  
If I haven't uploaded all the necessary documents here, it will be showing not uploaded document.

16:00  
Vishnu, one thing here like the uploaded document section, whatever we have previously uploaded for whatever you have selected for the hospital independent that was uploaded.

16:11  
But once again, we are come back in and we are going to the claim detail page or payment preference and all somewhat the whatever the upload updated data it's not showing, but the uploaded document page is showing that is the correct flow or yes and of the test.

16:28  
Why?

16:28  
Because let's say we have a previous steps, right.

16:32  
If we if you mix, am I audible, you know, Yeah, yeah, yeah, yes.

16:36  
OK.

16:37  
So if you mix and match the inputs in previous steps, if that would alter for example, let me go here.

16:45  
For example, if you give note here or for example, if you give slip and fall here, the next page the input is we are giving based on the input selected here, right?

16:58  
If you again give surgery, it is dependent on the previous step.

17:02  
But the dock upload is not that case, right?

17:04  
Whatever the input selector, anyways you are going to upload a document, but only this particular page will come only if you select search.

17:13  
So only we are not seeing the data and the required documents is derived based out of several different logic.

17:21  
Say for example the patient is marked as deceased, you will ask him to upload a death certificate.

17:26  
It is dynamic right?

17:28  
And say, for example, if patient met with an accident, we, we will ask them if, I mean we might ask them to upload ambulance receipts if it is needed, right?

17:40  
So things like that would come in say for example, if they selected additional benefit, you will ask them to upload the bills related to those benefits that they have used, right?

17:50  
But if they did not select any additional benefit, we'll probably not show that option at all for them to actually upload, right.

17:58  
So it is based on dynamicity, right?

18:02  
So end of the day, if you reach a review and submit page, if you go back and modify certain pieces, we will again recalculate, reassess what all needs to be done when they come back to document upload page.

18:14  
So yeah, understood.

18:21  
Thank you.

18:23  
OK, All right, so probably you can exit this Vishnu, let me suppress and you can file a new claim.

18:34  
Only then it will pick up the benefits.

18:36  
Yeah, give me a second.

18:37  
This is QA one, right?

18:39  
Yeah.

18:50  
I think they should do it.

18:55  
I just marked everything as suppress.

19:00  
OK, try to find a claim now.

19:07  
So essentially what we are showing you is a second version wherein if the user does is not eligible for any additional benefit, right?

19:15  
So what would happen is we will literally force them to go through the intermediary steps.

19:20  
They cannot jump directly to additional benefits from Step 2.

19:25  
OK, so let's see how the experiences.

19:42  
You see, yeah.

19:44  
So usually what we do is when they select that they did not go to hospital, then we actually bypass the intermediary steps and take them to the additional benefit screen wherein they can select.

19:56  
In fact, they have to select one benefit in order to proceed.

20:00  
OK, because they are saying that they were not admitted and they are still trying to file a claim, we will ask them to choose a benefit.

20:06  
But right now in this scenario, the user does not have any additional benefits.

20:11  
Right, In that case we cannot bypass and take take them over to that page, right, Because they will not have any benefits and they have to select something in order to proceed from there.

20:20  
So what we are saying is, hey, you do not have any additional benefits either do something or exit the claim or you can call, right.

20:29  
So they we are actually forcing them to go through the different steps, which means only if they are admitted to hospital, they will be able to proceed with this claim process itself.

20:42  
So since they do not have any additional benefits, OK.

20:48  
So this specific logic is implemented for all these three questions.

20:52  
So only if they are they were they were admitted to hospital and the stay was at least 20 hours and they have not filed a claim before I think, Right.

21:05  
Yeah, yeah, yeah.

21:10  
Let's, let's proceed.

21:11  
Let's show them.

21:13  
So if you do this now, naturally what happens is you will take them to the screen where we will show them the radio options of what type of hospitalization, I mean, why they were hospitalized.

21:25  
They would need to go through the whole flow.

21:27  
And probably you can go through the flow and now you will notice that the additional benefits will not even come through, right.

21:34  
So we will not even show that screen.

21:47  
That is not see ideally before this document upload page, you should have seen that additional benefits.

21:55  
But since they do not have anything, we have bypassed it.

22:03  
Any questions?

22:04  
Yeah, Hi Lokesh, I'm on this side.

22:06  
I have one question.

22:07  
So all this logic is given from NTTP product service or we are calling external service NTTP product service, NTTP product service OK.

22:21  
Any other questions, guys?

22:23  
This actually concludes the whole of the functionality explanations and all.

22:29  
We'll jump into technical stuff.

22:44  
OK.

22:45  
All right.

22:47  
Thank you, Vishnu.

22:48  
Yeah, thanks.

22:50  
Thank you.

22:50  
Yeah.

22:51  
All right, no question, Just one question.

22:54  
Yes, covered on on the for that bank routing number, right, we make from that call to valid or how do you update that number?

23:04  
Financial institutions we do a validation once they enter the routing number.

23:09  
We have an RMT service that validates a bank routing number.

23:13  
I think it is MG task or one of the systems MG task.

23:21  
I always confused between MG task.

23:27  
Yeah but one of the system that actually validates the number and let's gives us back the bank details which we then pre populate and highlight it to the end user.

23:40  
We pass the same information to entity as well while submitting the thing right?

23:50  
Anything else?

23:52  
Yeah, lavish.

23:53  
One thing I need to confirm, like in the document I have see the name like cancer and the product code is a CGI that is implemented or we need to implement later.

24:04  
Our plan was to build a new intake for cancer, but from what I'm hearing, apparently they are planning to club it as part of critical illness.

24:12  
I'm not sure about that, but ideally it was planned to be built separately, but it's not built already.

24:20  
Now it's not.

24:21  
It's not OK.

24:23  
Thank you.

24:24  
Sure.

24:28  
Anything else, guys?

24:32  
Hey.

24:32  
Hey Lokesh, is it possible that you tell us what data are being saved in the US digital side, what data are being saved in the in the DNATM, the US data hub side, the Cosmos?

24:55  
Probably I would be explaining it during the code work through as to what are data elements that we store.

25:00  
But in a nutshell, we store all the information that the user enters.

25:04  
Obviously the ours is the first level of place where we save it and also we make sure that it is encrypted.

25:11  
So the Phi and Pi information is always in the encrypted format.

25:15  
Although it is it stays in our Mongo and once we submit it to entity, the entity would have that information right?

25:23  
And then which will come back to us at a later point.

25:26  
Currently, I mean we have an archiving process we built in an archiving process but it is not enabled right now.

25:32  
Given that the system is just live for less than a year, we wanted to keep it as such for now.

25:41  
Probably if we enable that archiving process, we will remove all this data and just keep the metadata within the Mongo Restall SOR related information like policy information, claim information, all those are derived from entity information either through their direct APIs or from Cosmos.

26:01  
I'll dig deep into what kind of data exactly that we are talking about during the code work too.

26:07  
Yeah, thank you.

26:10  
Sure.

26:10  
All right, so I'm going to share my screen.

26:14  
Let me know if it is visible.

26:23  
Yep, I can see it.

26:26  
OK, thank you, Katie.

26:29  
All right, so probably by now you guys would have understood how our GSSP portal works, right?

26:36  
On a high level.

26:37  
I explained on the other day how once the user logs and we free fetch all the information and then based at the product level, we create accounts and then claims all those getting prefetched and hydrated and saved and wrong.

26:50  
And then whenever the UA asks for it, it will be sent back to the UA, right?

26:54  
So that's how our GSSP works.

26:57  
Now when it comes to this AMH, especially after we implemented the cloud flow, what we did was we tried to move away from that existing hydration logic wherein we have to wait for the profile to be completely ready and then the account to be completely ready to retrieve the claims and so on and so forth, right?

27:18  
So here the difference would be still the user is going to come in, come through the MIS, then it goes to the login system, then comes the context call and the context call is going to come to the user profile service.

27:30  
And once the once it hit hits the user profile service and we know The Who the user is and what the SSO ID is right, we check whether the group is actually ANH enabled or not.

27:44  
Currently we have the switch.

27:46  
Probably in future we will completely get rid of the switch and for all the ANH groups.

27:50  
This would be the ideal flow right now once we identify the user.

27:56  
So EDPM is going to give us what the basic details of the user right?

28:02  
Whether he has E consented or not and then what is his base e-mail profile ID And then it also gives us his employee ID and then the SSO ID.

28:12  
What is an SSO ID?

28:14  
The SSO ID is a combination of group number and an employee ID.

28:19  
This is used to identify a specific user's profile for that specific group.

28:24  
Because a user can be part of more than one group, he, he could have worked for a different company before and that company also had a product, I mean alignment with MetLife, right?

28:37  
Then he moved to a different company and it also has an alignment with MetLife.

28:41  
In that case, he would be able to check out both the policies from both the groups, right?

28:46  
So for that reason, the SSO ID is derived this way and we find out the SSO ID.

28:52  
Once the SSO ID is found, what we do is we use this ID to look up all the information.

28:59  
So previously if you remember in the prior call I would have highlighted that we derive all the profile related information, then we try to understand what all products they participate in, then we take it from there.

29:13  
That's all.

29:14  
I explained how the GSSP works, right?

29:16  
The overview.

29:17  
But here once we know their SSO ID and we know that they also have this new experience, what we do is we directly trigger 2 calls.

29:26  
One call to account service and one call to claim service.

29:31  
OK, so first look at let's look at this account service.

29:35  
So the call ideally goes to the accounts, right?

29:38  
The call name is AH Cloud Accounts.

29:40  
And inside this account service, we have created a brand new file.

29:44  
It's called calls PAH accounts claims, sorry, not claims Cloud accounts, I believe.

29:53  
OK, probably I'll like show it, show the class team tomorrow during the walkthrough.

29:58  
I actually forgot that OK, but what happens within that is so once the call comes in first it is going to call the ANH cloud API, right?

30:08  
So the ANH cloud API that our team built, it has three pieces.

30:13  
One is to get their subscription details, meaning what all products that they are participating in.

30:21  
We are concentrating only around ANH.

30:23  
So say for example, if the user has dental, we don't care, right?

30:27  
We just check whether the user is participating in any of the ANH product, right?

30:31  
And then we have a policy details API which is going to retrieve the list of policies and the benefits related to that specific policy.

30:40  
All those details will be retrieving.

30:42  
And then we have a claims API which is going to give us the list of claims the user has for that specific SSOID.

30:49  
Right now, the first thing that we are going to concentrate on is the participating products list for that specific user.

30:57  
What is the input?

30:59  
SSOID is the input OK and this anh cloud service is what we built.

31:06  
So the data gets loaded into cloud, the entity data and we also tap into the login mod data, right?

31:14  
So what is login mod data?

31:16  
So probably 1 and one years or 1 1/2 years back, there was a specific program.

31:25  
The intent was to improve the performance of the portal loading time, right?

31:30  
And the crucial piece was that there were few calls, profile related calls that used to happen in this user profile service which the USD login also was relying on, right?

31:40  
So the USD login also makes these calls, whatever calls happen inside user profile, USD login also used to make those calls which is IPSE to check what all roles the user has, then EDPM to get their basic details and then preferences and few other details also, right.

31:59  
So the intent of that program was to make sure that those calls are super fast.

32:05  
What are we supposed to do, right?

32:07  
So they moved all those SOR data into cloud.

32:09  
There is a NRT channels also available for them to regularly sync up with those.

32:15  
So it is real time, near real time I would say.

32:18  
OK, so that's the same data that we are going to use here in order to determine what all products the user is participating in.

32:26  
OK, so this is step one, right?

32:28  
The input is an SSO ID.

32:30  
The output would be the list of products that the user list of AMH product that the user is participating are eligible for.

32:39  
OK, so that's the list that we would get back.

32:41  
And here one thing to for AMS team to note down is this is a very frequent issue that we have been noticing after enabling a lot of groups, right?

32:52  
So there are places wherein the group would have been on boarded very recently, right?

32:58  
They would have come into MetLife very recently and their profile would have not been loaded into cloud in those places.

33:05  
What we have is we notice two different issues.

33:08  
One, the SSO ID itself is not recognized #2 their eligibility is not recognized.

33:15  
OK, So these two issues you might notice.

33:18  
And it's because this service will be throwing that issue, right?

33:22  
So the logic inside what really happens in in ANH cloud service will go through Indiana.

33:29  
The walkthrough, I mean code walkthrough.

33:31  
But in a nutshell, what you would need to know is given an SSO ID, it is going to give us back all the products that the user is participating in, right, The ANH products.

33:41  
Any questions here Lavesh, can we just a little bit talk about?

33:48  
So I understood that user will tap into account service and then Account service internal is tapping into VB product service which is owned by ANH right?

33:57  
Then you have this two ANH cloud service.

34:00  
What does it mean?

34:01  
Why?

34:01  
I mean why is a different databases than what VB product service is consuming or is it the same entity?

34:10  
VB product service consumes Mongo DB and it is not tapping into Cosmos.

34:15  
While the ANH cloud service actually taps into two different cosmos DBS.

34:21  
One is login login cosmos and ANH cosmos right?

34:24  
Both are two different databases that are posted under the same account.

34:28  
So yeah, what is the source of this data which are getting feed into the these databases Login and ANH Cosmos.

34:36  
The source is entity, CDF and one more system.

34:40  
I am not aware of that because they use it for internal mapping.

34:44  
The DNA team might have insight into it, but a majority is entity, right?

34:49  
So to make sense of what they send, there are few look UPS that they do.

34:52  
One among the system was CDF, the other I believe it could be Uis.

34:57  
OK.

34:58  
And for login, there are I believe three different systems involved.

35:03  
One is EDPM, the other one would be IBSE and the third system would be UYS which has the eligibility information.

35:11  
So those system, it's for putting data into it.

35:13  
I mean, we are just acting as a consumer here, right?

35:16  
That's it.

35:17  
This is Cosmos.

35:18  
I do not know how it is being loaded though, because I, I do not know the entirety of how it flows.

35:24  
The data is available in Cosmos and we tap into that.

35:31  
Roger who, who, who?

35:32  
Who supports Cosmos?

35:34  
Which which team?

35:35  
Cosmos, It's DNA, the DNA team.

35:37  
So the same team that's supporting EOS and MDH.

35:43  
I am not sure about whether they support EOS and EOS or not, but I believe this is a different team, DNA team by itself.

35:52  
I can share the point of context.

35:56  
Yeah, that'd be great.

35:57  
Yep, we'll probably that is it probably would be good if we had and I realized you, you couldn't give that.

36:03  
But it would be really good if we had a session about Cosmos too.

36:07  
Even though we're a consumer, we it's good to understand how the data gets into Cosmos from the different systems of record, how frequently, how, what are the different conditions, things like that.

36:21  
Yeah, it could be helpful.

36:23  
Thanks, Roger.

36:24  
Sure.

36:26  
All right.

36:26  
Yeah.

36:27  
So Ligesh, basically what I'm understanding is we are hitting into account service and then account service is hitting these three different services in parallel eventually 2 services, right, ANH cloud service and VB product service to extract the data that you have mentioned.

36:42  
And these are parallel calls, right?

36:45  
No, they are not parallel calls.

36:48  
They are synchronous calls because 1st.

36:51  
So I have covered only one portion.

36:53  
So probably if I cover the three, this would get answered.

36:58  
OK, so the step one is to identify whether the user is actually participating or not in ANH products, right?

37:05  
Once we know that they are participating, only then we will try to tap into the list of policy information that they have.

37:12  
So this is not even needed if this itself is a failure, right?

37:17  
So once we know that they're participating, we use the data that we have extracted from here to identify the product code list, right?

37:26  
And so their subscriber member ID which is nothing but their, what is it the employee ID as per UIS file.

37:36  
So we use those details.

37:38  
So the response of this would be used as an input for this call.

37:42  
So it is sync synchronous, right?

37:45  
So which in turn is going to give us the entire policy list that belongs to this user, right?

37:51  
It's not restricted to just one product because this one, the first call is going to give us all the ANH products that the user has, right?

37:59  
So we are going to get all the policies and then format it and then put it up in one of our collections, which is ah, cloud product details.

38:07  
And when we do that, we also identify whether the user has just be eligible or not.

38:12  
We extract the consent information that we got back from the profile.

38:16  
We identify the base e-mail, all those and put it into the specific spot because we need all this when the user clicks on file A claim.

38:24  
So in order to make our job easier at a later point, we actually prefetch all this information and put it up in this collection.

38:31  
So this collection you're putting it in this collection as part of account service.

38:37  
These are different repos, right?

38:40  
Yes.

38:40  
And repo ANS cloud services and other entity product services are different repos, yes.

38:46  
So to it's a shared database, we have 100 collections or so.

38:50  
So we are gonna change in the account service to make the collection updating age\_cloud\_product\_details, right?

38:57  
Yes, yes.

38:59  
OK.

38:59  
And is there a reason why we need account servicing in between and we cannot just do it in our VB product service which is owned by the specific team?

39:10  
Because I could not defy the entire GSSP architecture when we started doing this right to a certain point, we were able to isolate.

39:19  
In fact, if you look at this, I tried to come out of the existing flow, right?

39:24  
It's just that I could not come out of the existing repose as well.

39:27  
So that is too much of A deflection.

39:29  
So I tried as much as possible, but it is isolated.

39:32  
You can always extract this specific file alone, it doesn't rely on other pieces and put it in a separate Rep on you should be good.

39:41  
But again, it is in Groovy.

39:42  
So account services in Groovy, not Java.

39:46  
Then I, I got it.

39:48  
Actually my question was around just to understand from you.

39:51  
I mean, if if you have not done it.

39:53  
So just want to understand GSSP architecture is as per GSSP architecture.

39:58  
We have to do this.

40:00  
Pankaj, if you ask me why you are doing this, I, I don't think I'll be able to answer that question.

40:05  
I mean who?

40:06  
Because the guideline is to follow this.

40:09  
This GSSP is actually shared between a lot of products and it has been in existence for the end of years or so.

40:17  
We can discuss with Vinod.

40:19  
Vinod is our one of our architects, right.

40:22  
Let's maybe take that why it's done.

40:24  
We we can get that from the architecture team.

40:28  
Yeah, probably Vijay also would be a person to ask because he has been around since this was built, I think.

40:37  
OK.

40:38  
I mean the intent was just if there is something you aware about, right So that we can help to.

40:43  
It was before my time in GSSP when they decided all this, but in here for ANH.

40:49  
Why I decided this is to stick to the existing items.

40:54  
I did convince them to move away completely for the intake portions, but I could not convince them to move away from this portion because it was not like we came this cloud piece come into existence in a single shot, right?

41:08  
We first developed an MVP, then we moved out from MVP to tapping into entity APIs, then we want to swap that out, right.

41:16  
So it was a step by step process and we could not do it completely outside of the existing support architecture that we had in place.

41:24  
Yeah, makes sense.

41:25  
Thanks, buddy.

41:27  
All right, so Step 2 to get all the policy information and Step 3, this is the prefetching of communication preferences.

41:35  
If you remember when we explained the functional pieces, we highlighted that if the user has already agreed to the E consent and also agreed to communication preference for this specific product through e-mail, right?

41:49  
We don't need to show that step in intake in order to confirm whether the user has already agreed or not.

41:56  
We had to prefetch all that information, cross verify and do do this, right?

42:01  
So we cannot do this using our legacy APIs after the user clicks file account.

42:07  
We initially did that.

42:08  
OK, So what happened was it took nearly 5 seconds to do all this processing and only then we were able to show them the prescript page, which is not a good experience right from UI perspective.

42:20  
So in order to reduce the load of time, I mean a load time, we had to prefetch this communication preference also.

42:27  
And whatever we extract, we format it again and put it up as part of this ANH cloud product details itself.

42:35  
So that once we the user clicks on file a claim, we'll be able to tap into all this information, decide what has to be shown, whether the user has multiple policies or not and all those and then take them to the appropriate pages accordingly.

42:49  
And this age cloud product detail is again session, session specific data.

42:55  
It has a TTL.

42:57  
And yes, it it has it is session specific data.

43:00  
Got it.

43:01  
Yeah, thanks.

43:03  
OK and sorry just one more question.

43:07  
Why account service directly cannot interact with EDP and profile DB?

43:14  
Why we need to have entity DB?

43:16  
So the GSSP was built in such a way that each and every service has to have certain boundaries.

43:24  
OK, User profile is to gather the user information around their profile alone, right?

43:30  
What they are participating in, what their roles are, what their preferences is, all those things, right?

43:35  
When it comes to accounts, the intent was to make sure that they are able to access only the account related information, the account service, right?

43:43  
Meaning say for example, what kind of plans they belong to, right?

43:48  
What kind of benefits that they have, right?

43:51  
And then claim service is only regarding claims.

43:54  
So initially this GSSP was designed to be a capability based portal.

43:59  
Now we are trying to fit that into a product based pieces, right.

44:04  
So that's where this conflict is or the confusion is.

44:09  
So this was built as a capability level.

44:11  
So each had its own boundaries.

44:13  
And so user profile is for profile related and accounts is for plan and benefits related and claims is for claims.

44:18  
That's why we cannot make the ZDPM call in account service.

44:24  
We can, if we want we can.

44:25  
We can do whatever we want in whichever service we want.

44:28  
But in order to maintain whatever has been already done and followed till that point, we follow the same process.

44:36  
OK.

44:38  
And this was already existing.

44:39  
The ZDPM calendar was already existing.

44:41  
We are just reusing the data that was already captured in one of the previous flows.

44:45  
So we did not add this for ANH, we just tapped into whatever was already there level and may differently.

44:57  
I see this user profile services also interacting with EDPM and then your VB product service is also interacting with EDPM, right?

45:05  
Yeah, because VB product service is something that we built recently.

45:09  
It does not care about whether it is.

45:12  
It is not about boundaries, right?

45:14  
It's about product.

45:16  
Now I need to know the preferences for this user for this product.

45:24  
So see this entity VV Product Services.

45:26  
What defied the portal?

45:28  
We came out of our capability portal schema into a product oriented service.

45:35  
So this product can access whatever it wants from wherever it wants, because there is no boundaries to this specific service, right?

45:42  
On the other hand, the existing services are not done that way.

45:47  
Yeah, I got it.

45:48  
The question was around.

45:49  
I think your answer in between, if I'm not wrong.

45:52  
So EDPM, the preferences are specific to products.

45:55  
So for that we need to send something, some unique ID that belongs to product to get the preferences.

46:01  
Or is it at customer level?

46:02  
I mean at profile level, basically it's at a user level, that's it.

46:07  
Then I mean, if you scroll up right in the user profile service also you are interacting with the EDPM, right?

46:15  
So you can get the preference here only in the User profile service we can.

46:19  
We did try to get certain information from it, but it was not enough and in order to speed up the process we had to make a separate call.

46:26  
Here we had a problem when it comes to the update preferences and so we had to make the call again from our own service in order to get that information whatever we needed.

46:38  
The logic that was available in this user profile service, which was for an old ANH experience supporting process was not enough for us.

46:48  
OK, all right, anything else?

46:55  
No question, no question in my user profile services, right?

46:59  
We are making the we are extracting the society from Ubi profile services.

47:03  
So and we checked the clothes that is we know what exactly that the income value we checked to identify.

47:12  
Can you come up with, Yeah, I was looking for the particular cloud flag, right, which you mentioned in user profile for me to identify whether or to check with someone using the key.

47:24  
So you want to know where this cloud flag is?

47:27  
Yeah.

47:27  
Is it in user profile service like a product folding code or ADPM code?

47:32  
I don't find, no, no, the cloud flag is actually the cloud flag is actually part of a Mongo configuration that we maintain.

47:39  
Currently 400 groups are enabled through Mongo configuration.

47:43  
And if we want to onboard additional groups, we'll be engaging the Mongo DB team to run the script to add the additional groups.

47:52  
OK.

47:53  
And eventually on that EDP profile conf, right, that's not but to determine what group it is.

48:01  
So what we do is from EDPM profile, you get the SSO ID, from the SSID, you will be able to get the group number.

48:07  
And we have this group number in the cloud configure.

48:10  
I mean the cloud flags space configuration, right?

48:14  
So you'll cross whether this group is actually part of the list or not, and then we'll take it from there.

48:21  
OK.

48:21  
Basically, we make another call to conflict or we need to check the yes, we will make another call to DB.

48:31  
Yeah.

48:32  
Thank you.

48:37  
OK.

48:38  
So with any other questions, probably I'll stop, put a pin in here.

48:43  
I don't want to get into claim service just yet, probably will take it up to more.

48:49  
I cannot cover it.

48:50  
Today will take some additional time because when I talk about claim service, I also want to talk about the other pieces related to it.

49:03  
Any other questions?

49:10  
Sorry, Aman, I didn't quite catch that.

49:12  
What was it?

49:14  
Yeah.

49:14  
Can you?

49:20  
Oh, man, Aman is trying to ask something, but he's not able to ask.

49:25  
Is that all the diagrams that you are showing us is in the handover forward, right?

49:36  
You mean this document, whatever I'm highlighting?

49:38  
Yes, yeah, yes, it is.

49:41  
And also replied to today's invite with a link to this specific document from the SharePoint.

49:48  
OK, I created this only today morning, so I would have placed it only today.

49:53  
You, you might have not had a chance to check it before.

49:58  
Thank you.

50:04  
Aman Yeah, go on.

50:16  
I'm sorry, Aman.

50:18  
Probably you can bring it to someone and they can ask the question because I'm not able to.

50:24  
Maybe it's my network connection.

50:25  
I'm not sure.

50:28  
We can't hear him.

50:31  
Yeah, maybe it's a headphone issue.

50:33  
Looks like, I mean, OK, you're getting, I mean, maybe you can try removing your headphone, earphone and then try speaking or put your question in the chat.

50:51  
All right.

50:51  
So for others, probably you can go through all this flows today.

50:56  
I have given some explanations as to what really happens within those flows.

51:03  
The first three are real simple.

51:05  
The last one, I wouldn't say that it's very complicated, but I mean once you go through it, I think you would be able to understand all those what happens.

51:15  
I tried to be as elaborate as possible.

51:20  
Anyways, all these things will make sense once I give you the code walkthrough, right?

51:24  
But still, this would whatever I'm going to explain in today and the spilled over content in tomorrow's session is going to be very crucial when I go through the code.

51:33  
OK, so please go through this flow, ask whatever questions you have and things that can be covered only in code through I'll highlight the same aspect, OK?

51:47  
Do we have his question?

51:49  
Let's to chat, see his question.

51:58  
Probably I'll talk to him tomorrow or later on.

52:02  
OK?

52:03  
So, Mankesh, you can probably stop the recording, OK.