WorkAbility

# What Is WorkAbility?

WorkAbility is Aetna’s system for disability and leave claims administration, reporting, and payment. The components of WorkAbility include:

**WorkAbility (Proper)** – Is the main WorkAbility application which is used by Aenta representatives for claims administration.

Manager(s): Shaun Reehl, Justine Baldocchi, Andrew Reeves

**WorkAbility Portal** – allows employers and members to report new claims and check the status of existing claims.

Manager(s): Shaun Reehl, Justine Baldocchi, Andrew Reeves

**WorkAbility Reports** – Used by both Aetna and customers for claims reporting.

Manager(s): Jose D. Rodriguez

**WorkAbility IVR** – is used by members for claim reporting and status by phone.

Manager(s): Andrew Reeves, Mike Rampal

**Workability Datamart and Datarep** - Aetna’s Disability Claim management supplies crucial data to it’s plan sponsors and other Aetna systems via reverse data feeds generated from Workability’s’ Data Repository. The Data Repository is updated once nightly with a snapshot of data taken from Workability, then file feeds are run throughout the day against the DR. The value of the Data Repository is that it provides a method for a multitude of feeds to be created throughout the day with only one extract (taken during a period of non-peak utilization time of day) affecting production Workability. Specialized Data Marts (DM) are derived from DR to be used by Aetna’s Crystal reporting environment.

Manager(s): Andrew Reeves

**WorkAbility Self Administration (WorkAbility SA, formerly PIHMS)** – Gives employers additional self administration capabilities. It is a separate web site and database, but has been integrated with WorkAbility.

Manager(s): Amy Song

**WorkAbility Peoplesoft** – Manages the payment of disability and leave claims similar to a typical payroll system.

Manager(s): Teresa Culp

# Who Uses WorkAbility?

WorkAbility is used by about 2000 internal Aetna representatives and employer representatives (via the Portal). Employees are also able to access data from WorkAbility through IVR and the Portal.

# WorkAbility Infrastructure

WorkAbility is a custom application written in VB/.Net. There are a few services that are written in Java running on WebSphere. The new WorkAbility Self-Administration (SA) application is written in Java running on WebSphere.

The application runs on a load-balanced farm of about 30 Microsoft Windows web servers with an additional 20 or application servers for things like print services and eligibility loading.

The database infrastructure is primarily Oracle. Microsoft SQL Server also comes into play for the .Net Session State Database (used by .Net for saving web server session state information) and the WorkAbility Reports database (which receives feeds from the main Workability claim database WKABPROD).

Details for the WorkAbility Oracle infrastructure are below.

Table 1: WorkAbility DB Environment Summary

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Hostname | O/S Version | Database Instance | DB Version | Total Size (GB) | Description |
| atnam1p | AIX 6.1 TL08 | wkabprod | 11.2.0.3.7 | 5010 | Main WorkAbility transactional database. Contains disability member and claim data. |
| ivpr01 | 11.2.0.3.7 | 16 | Database to support the IVR component of Workability. Contains response and metadata data from IVR sessions. |
| datamart | AIX 7.1 TL03 | DM02 | 11.2.0.3.10 | 1346 | Legacy data used for feeds and other WorkAbility reporting. |
| DNTMPRP1 | 11.2.0.3.7 | 90 | The logical standby for DPNTP000. The logical standby is a full copy of DPNTP000 with some additional data in the MYPIHMS schema. This database is used for customer ad-hoc reporting for WorkAbility SA. |
| datarep | AIX 7.1 TL03 | DR02 | 11.2.0.3.10 | 1276 | Receives nightly refresh feeds from the WKABPROD database and is used for generating customer feeds. |
| aphmw1p | AIX 7.1 TL03 | DPNTP000 | 11.2.0.3.7 | 70 | The main WorkAbility SA database. Reporting data is replicated from here using DataGuard Logical Standby to DNTMPRP1. |
| awkaw1p | AIX 6.1 TL08 | wkabstg1 | 11.2.0.3.7 | 286 | The WorkAbility staging environment. It is used by business analysts to stage and test customer rule and regulation data changes which they then migrate to production using the WorkAbility Tools application. |
| spnode45 | AIX 6.1 TL08 | DPPRD01 | 11.2.0.3.9 | 253 | Supports the WorkAbility Peoplesoft application which runs the customer leave payrolls. |

Figure 1: WorkAbility Internal Infrastructure



Figure 2: WorkAbility External Facing Infrastructure



Figure 3: WorkAbility Database Environment

DG Logical  
Standby

WKABPROD  
(5TB)

WorkAbility Disability Claims Management

Nightly Summarized Claim Data Feed

Elegibility & Member  
Data

WorkAbility Reports

SQL Server

Legacy Data

Claim Payment Info

WorkAbility SA Ad-Hoc Reporting

WorkAbility   
Self-Administration

Legacy Data

WorkAbility Customer Feeds Processing

Disability Payments Processing (Peoplesoft)

Telephone Voice Response Metadata

DNTMPRP1  
(Logical Standby)

DPNTP000  
(70GB)

DM02  
(1.4TB)

DR02  
(1.3TB)

DPPRD01  
(250GB)

IVPR01  
(15GB)