

Medicare.gov Product Architecture

AFFINITY GROUPS

After unpacking all the features of the product in as explicit terms as possible, groups emerge based on relationship, functionality, and technical considerations. Affinity groups represent the team's organizational model of the product architecture and becomes the basis for how to think about the product's underlying components in real world use.

BROWSE

Browse Plans
Browse Drug Plans
Browse Questions
Browse Medical Suppliers
Browse Facilities
Browse Home Health
Browse Care Plans
Browse Announcements
Browse Events
Browse Articles
Browse Claims
Browse Forms
Browse Resources
Browse Tags

FILTER

Filter by Geo
Filter by Premium
Filter by Topic
Filter by Rating/Quality
Filter by Relevance
Filter by Date
Filter by Gender
Filter by Deductible
Filter by Coverage
Filter by Plan
Filter by Medicare Participants
Filter by Language Spoken
Filter by Publication ID
Filter by Age
Filter by Tag

SEARCH

What am I looking for?
View Search Results via Content Types
View Search Results via Map

SORT

Sort by Alpha-numeric
Sort by Relevance
Sort by Type
Sort by Date
Sort by Distance
Sort by Price
Sort by Plan
Sort by Rating
Sort by Quality
Sort by Tag
Sort by Timely Care
Sort by Coverage
Sort by Deductible
Sort by Premium
Sort by Staying Healthy
Sort by Managing Chronic Conditions
Sort by Handling Appeals
Sort by Customer Service
Sort by Member Complaints, Staying w/Plan
Sort by Member Experience
Sort by Patient Safety
Sort by Restrictions
Sort by Geo
Sort by Gender
Sort by Language Spoken
Sort by Medicare Participation (by doc)
Sort by Doctor Choice
Sort by Vision Service
Sort by Dental Service
Sort by Health Inspections Rating
Sort by Staff Rating
Sort by Certified Beds
Sort by Ownership
Sort by Contract ID

PROFILE

Edit Profile
Edit "Profile" Info (Medicare Number, Last Name, Date of Birth, Gender, Email Address, Relationship to Beneficiary, Your Name if not Beneficiary, Zip Code)
Show "Profile" Info
Specify Proxy
Delete Last Name
Set Secret Password
Set Secret Answer
Delete My Account
Change password
Terms of Service
Change address
Add Verem Status

PROFILE CORE

Enter Date of Birth
Enter Last Name
Enter "Profile" Info
Enter Medicare Claim Number
Enter Effective Date for Part A/B
Set Marital Status
Set Tax Filing Status
Set Type of Medicare Coverage
Set Medicaid coverage
Set Living in US Status
Set Income
Set Health Benefits
Set Health Tax Status
Set Coverage (Employee, Union Plan, Medicare,...)
+

ELIGIBILITY

Enter Date of Birth
Set Marital Status
Set Tax Filing Status
Set Type of Medicare Coverage
Set Medicaid coverage
Set Living in US Status
Set Income
Set Health Benefits
Set Health Tax Status
View Eligibility

ENROLL

Enter Zip Code
Enter Plan Name
View Plan
View Enrollment Status
Enroll in Plan
Set Eligibility Check List
Enter "Profile" Info
Enter Medicare Claim Number
Set Hospital (Part A) Effective Date
Set Medical (Part B) Effective Date
Set Premium Payment
Enter Coverage Status
Enter Long-term care Status
+

INSURANCE

Enter Medicare Claim Number
Enter Effective Date for Part A/B
Enter Last Name
Enter Birthday
Enter Zip Code
Set Health Status

PLAN

+ Profile Core
Find Plan
View Plan

LONG TERM CARE

Enter Age
Enter Marital Status
Enter Zip Code
Enter Immediate Need
Set Current Housing Status
Set Health Rating
Set Veteran Status
Set Medicare Status
Set Home Equity Status
Set Long-term Care/Private Insurance Status
Set Life Insurance
Set Self-sufficiency Status
Set Medical Equipment
Set Speech/Occupational Therapy
Set Skilled Nursing Service
Set Ventilator
Set Physical Therapy
Set Tracheostomy Tube
Set Memory Status
Enter Annual Income
Enter Financial Resources
View Long Term Care Services Report
View Long Term Care Financing Report
View Plan Details

DRUG PLAN

Add Drug
View Drug
View Drug
Select Drug
Delete Drug
Enter Refill Quantity
Enter Refill Frequency
Add Doses

MEDIGAP

Enter Zip Code
Enter Age Range
Set Health Status
Set Medigap Status
View Medigap Policy

PHYSICIAN

+ Profile Core
Enter Zip Code
Enter Distance
Enter Speciality
View Physician

HOME HEALTH

Enter Zip Code
Set Nursing Care Services
Set Physical Therapy Services
Set Occupational Therapy Services
Set Speech Pathology Services
Set Medical Social Services
Set Home Health Aid Services
Set Home Health Services List
Set Measures Related to Improvement in Getting Around
Set Measures Related to Meeting the Patient's Activities of Daily Living
Set Measures About How Home Health Care Ends
Set Measures Related to Patient Medical Emergencies
View Quality Measure Information Report

DIALYSIS FACILITY

+ Core Profile
View Facility

NURSING HOME

Enter Name
Enter State
Enter Zip Code
Enter Distance
Enter City
View Facility

FORMULARY

Enter State
Add Drug
Delete Drug
Enter Refill Quantity
Enter Refill Frequency
Add Doses
View Plan

MEDICAL SUPPLIER

Enter Zip Code
Set Category
View Supplier
View Map
View Directions

ALERT

Add Alert
Delete Alert
Set Preferences

FORM

List Form
Download Form

LOGIN

Retrieve Password
Retrieve Username
Register as User
Request an account

PRINT

Print
Generate a Printable Version

HELP

Glossary
FAQs

MAILING LIST

Sign Up
Set Preferences
Remove
Enable/disable Screen Reader View
Enable/disable Spanish View
List of Links
Corporate Static Links

FOOTER

Corporate Static Links

QUESTION

Ask Question
Edit Question (post save)
Save a Question as Draft
Ask a Question Anonymously
Remove Question
Close Question
View Question
Set ok/not ok to Receive Alerts
Set Question as "Top 5"

ANSWER

Answer Question
Answer Question Anonymously
Edit Answer (post save)
Remove Answer

REPORT

Report as Off-topic
Report as Inappropriate
Report as Mis-categorized

TAG

Write Tag (function of system)
Write Tag (function of user)
Set Age
Set Geo
Set Topic
Choose Tag
Suggest Tag (function of system)

SHARE

Share via Service (Facebook, Twitter)
Share via Email

EVENT

Create Event
Edit Event
Delete Event
Set Event Date and Time
Set Event Location
View Event
View Event in Calendar Format
Export Event to my Calendar
Set Event as Recurring

RATING

Rate 1-5 stars

REVIEW

Write a Review
Delete a Review
Edit a Review

MEDIA

Add Link
Add Photo
Add Video

ARTICLE

Create Article
Edit
Delete
View
Save as Draft
Publish
Request for Feature
Assign as Feature

ANNOUNCEMENT

View Announcement
Post
Edit
Delete

TEMPLATES

Edit an existing article template
Select theme
Create new template (?)
Edit page properties
Edit layout (move, resize)
Save
Edit template metadata

SUGGEST

Suggest a Plan
Suggest a Doctor
Suggest a Service
Suggest Medicare Content

TIMELINE

Set Granularity
Set Custom Milestone
Split Timelines by Topic
Add Timeline
Delete Timeline
Zoom
Crowdsource Relevant Milestones
Crowdsource Relevant Content
View my Partner/Proxy on the Timeline
View Illness/Wellness Timeline

PROXY

Add Proxy's Name
Add Proxy's Medicare #
Add Proxy's Picture
Tag Proxy
Add Proxy's Age
Add Proxy's Gender
View Proxy

SERVICE PLATFORMS

Web Service
Mobile
Widget
Website
Email
Facebook
Twitter

SCREENS

Once affinity groups are defined, they are used to populate screens. A screen is a snapshot of the product in action, sometimes a web page, other times the layout of a desktop client application's interface. After affinity groups are assigned to one or more screens, they are given a weight of importance based on the context or purpose of the screen.

LAYOUTS

Picking a few screens to use for exploration, the team draws as many variations as they can of the affinity groups inside each screen. Both the screens and the affinity groups are represented as simple boxes, using the weights defined above to determine the size, which in turn leads to compositional variations. This approach allows for exploration of as many structural layouts as possible before jumping in a more time intensive wireframe or design work.

This poster documents the brainstorming and product architecture activities between the teams from Medicare and MITRE in September to October 2009. While the eventual product will ultimately deviate from this document in ways that are impossible to predict, it will serve as the framework for the design and help guide early choices around product structure, content, and interaction.

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