

IST 654

HEALTH CARE GROUP

IT Infrastructure Library

BY:

Team Name: ANALYZERS

Team Number: 05

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Meeting Time: Tuesday (8pm-9pm)

Meeting Venue: Hinds Hall – Room 216



HEALTH CARE GROUP - ITIL

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Revision History				
Version	Author	Reviewed By	Review Comments	Modified By
1.0	TEAM ANALYZERS	Team Members, Mentor	- Should be more Specific	Team Members

Author: TEAM ANALYZERS

Sr No.	Service Category	Author
1	Claims Processing	Sai Pravindar
2	Workforce Management	Saurabh Jape
3	Patient Engagement	Saurabh Jape
4	Wellness Initiatives	Will Bianchini
5	Enrollment Program	Will Bianchini
6	Customer Notification	Dhvaja Shikare
7	Auditing	Dhvaja Shikare
8	Repricing	Sargam Gupta
9	Customer Care	Sargam Gupta

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Health Care Group – *A brief Overview*

The self insured plan is usually present in larger companies where the employer itself collects premiums from enrollees and takes on the responsibility of paying employees' and dependents' medical claims. These employers can contract for insurance services such as enrollment, claims processing, and provider networks with a third party administrator, or they can be self-administered.

In the USA today 65% of all employers self-insure their employee (medical benefits) through a Federal Act known as ERISA.

This Act (The Employee Retirement Income Supplement Act of 1974) permits companies to save money by by-passing state legislation and design benefit plans tailored for their staff. This is achieved by setting up trusts which are managed by companies known as Third Party Administrators (TPA's). TPAs administer the trusts, arrange cost agreements with healthcare providers and pay claims.

Today there are there over 250 TPAs involved in providing services to self-funded ERISA plans.

To protect these trusts from adverse loss experience, TPA's and insurance brokers purchase stop-loss policies (often known as specific and aggregate). As the latter name would suggest, there are two components to this cover:

Specific Coverage provides protection for losses over a certain amount (known as the self-insured retention) arising from a single person.

Aggregate Coverage provides protection against an accumulation of losses after recoveries from the specific section that exceed a projected amount.

Stop-Loss coverage is provided by Insurance Companies and companies that specialize in this class (known as Managing General Underwriters (MGU's)).

Present Situation in Healthcare:

The present healthcare providers do offer quality services to most customers. However, the services provided are not personalized and do not have the option of customization. Customers do pay a huge amount of money for their insurance and they deserve special care.

Health Care Group Solution:

The healthcare as such is a serious domain and customers do take their health seriously but not everyone likes to visit a medical facility frequently. At Health Care Group, we have developed a customer friendly application where the customer can record and personalize all their information by themselves from anywhere. The primary aim of Health Care Group is to offer high quality healthcare with the option of customization at the doorstep of the customers.

We at Health Care Group provide new aspects to healthcare. We use the technology to bring betterment in the field of healthcare. We offer on the go patient/employee – physician interaction and the doctor can track the patients from anywhere through the application.

IT Infrastructure Library:

ITIL is a set of service management practices that help an organization focus on services provided and the business objective. ITIL framework helps HCG, manage the delivery, support, industrialization and consumerization of the services offered. Thus helping in ensuring a smooth and high quality of services delivered to customers.

ITIL is thus, a service management framework that helps improve the capabilities of people, processes and technology.

Service Offerings:

We offer high quality of healthcare with our skilled physicians and a group of dedicated guides/counsellors. These guides and counsellors work directly with the physicians on the information collected from the survey about the patients. We are one of the most technologically advanced companies and we use technology to bridge the gap between the patients and doctors. We provide a lot of special features like personalized survey which is a survey taken frequently (frequency determined by the nature of the patient's condition). The patients are motivated to take this survey since we offer points once the survey is completed and they can use these points in the form of discount during their next physical interview. We are also among the first few companies providing e-Visits / e-Appointments where the patient can schedule a video/audio conferencing with the physician. The application also sends text notifications to mobiles/tablets on the upcoming appointments, diet charts and reminders for the medications. The patients can also opt for the customized diet charts and dedicated counselling programs. We also have a specialized R&D department which helps us dealing with the latest advancements in the field of medicine and helps us guide the patients accordingly.

The services offered by HCG can be summarized as follows:

- Workforce Management
- Auditing
- Re-pricing
- Claims Processing
- Customer Notification
- Wellness Initiatives
- Customer Care
- Enrollment Program
- Patient Engagement

IT INFRASTRUCTURE LIBRARY

Service Category	Service	Service Description	Business Unit	Business Owner	External Systems Involved	Service SME	Service Owner	App 1	App 2	Internal Customer / User	External Customer/ User
Patient Engagme nt	E-visits	Customers/ Patients will login to the system with their userid and password. They will be able to schedule appointments, seek doctor interaction through online chat and online clinics through video conferencing.	Customer advisory	Patient Engageme nt System (Group 1)	1. Enrollment System 2. Compliance and Auditing System 3. Value based Care System 4. Notification System	Group 1 membe rs	Group 1 membe rs	HCG Customer appointm ent Portal		HCG-E-visit Manage ment Departm ent	Custome rs/ Patients
	Online blogs	Customers/ Patients will login to the system with their userid and password. They will be able to navigate through various blogs and gain access to latest information.	Customer advisory	Patient Engageme nt System (Group 1)	1. Enrollment System 2. Compliance and Auditing System	Group 1 membe rs	Group 1 membe rs	HCG engagem ent Portal-> Self Help->online groups & blogs		HCG- Informat ion Manage ment Departm ent	Custome rs/ Patients
	Custom er Queries	Customers/ Patients will login to the portal with their userid and password. The portal would provide the user with two options. One would navigate them to the FAQ page. The second option would allow the customer to type in their query and mail it to the concerned department.	Customer advisory	Patient Engageme nt System (Group 1)	1. Enrollment System 2. Compliance and Auditing System 3. Notification System	Group 1 membe rs	Group 1 membe rs	HCG Engagem ent Portal-> Self Help->FAQ		HCG- Custom er Query Resoluti on Departm ent	Custome rs/ Patients

Workforce Services	Value based resolution service	Customers/ Patients will login to the portal with their user-id and password. The portal would provide the user with a section where he can report any issue that he faces. Representative from HCG, would solve the customer complains and queries by contacting them and individually assisting them.	Workforce management	Workforce Management System (Group 1)	1. Enrollment System 2. Compliance and Auditing System 3. Notification System	Group 7 members	Group 7 members	HCG Issue Resolution Portal-> Online Enquiries (Ticketing System)		HCG-Customer Center	Customers/ Patients
	Client complain resolution	Employers (clients of HCG), can login to the system with admin access and log defects and complains through the portal. The incoming complains, shall be directed by the system to the respective HCG authority for resolution.	Workforce management	Workforce Management System (Group 1)	1. Enrollment System 2. Compliance and Auditing System 3. Notification System	Group 7 members	Group 7 members	HCG Issue Resolution Portal-> WAR rooms, complains and defect logging		HCG-Customer Query Resolution Department	Employers/ Vendors (clients)
	Employee account management	Employees of HCG can access the portal with their internal user id and password. The portal is an internal employee portal that allows them to view information related to their salaries, projects, allocation, payrolls, grievance addressing, bank account information etc.	Workforce management	Workforce Management System (Group 1)	1. Enrollment System	Group 7 members	Group 7 members	HCG Employee Portal (Internal Organization Portal)		HCG Employees, HCG Account Management Department	N/A

Claims Processing	ICD conversion	The ICD codes from the patient data will be retrieved and checked for ICD 10 compliance. If the codes are not ICD 10 then there will be a code conversion taking place automatically and there will be a team of medical experts reviewing the code conversion process.	Claim management	Claims Processing System (Group 5)	1. Enrollment System 2. Value Based Care System 3. Compliance and Auditing System 4. Notification System	Group 5 members	Group 5 members	HCG Claim Processing Portal-> ICD Compliance		HCG-Claims, Auditing Department	N/A
	Claim calculations	The claims will be calculated for in network and out of network members with respect to the copay, co insurance and deductible limit.	Claim management	Claims Processing System (Group 5)	1. Enrollment System 2. Value Based Care System 3. Compliance and Auditing System 4. Notification System 5. Re-pricing System	Group 5 members	Group 5 members	HCG Claim Processing Portal-> Claim Calculations-> Accumulator		HCG-Claims, Finance Department	Customers/ Patients

Compliance Administration	Monitor Claim Processing	The auditing committee will track how claims costs for every customer/patient is reported which include reward points, medical bills, prescriptions, medical examinations/consultations, loss of yearly spending benefits and patterns of ICD 9/ICD 10 codes through auditing tools and verification of patient information manually through the online portal.	Compliance Management	Compliance Tracking(Auditing) System (Group 8)	1. Compliance and Auditing System 2. Claims Processing System 3. Enrollment System	Group 8 members	Group 8 members	HCG Claims Reporting Portal -> Claim information compliance validation		Compliance Department Employees	N/A
	Compliance rules & regulations	The compliance team will check the standards for ensuring HIPAA compliance, ICD 10 compliance standards, data breach and information security. The auditing team will verify the procedure of accessibility of patient information to their employers or other requesting parties and the procedures followed. The auditing tool also verifies the availability of patient prescription to unknown pharmacies to prevent data breach. The compliances and standards will be evaluated through the compliance test button and the data security will be enabled or verified through Data Security Test button	Compliance Management	Compliance Tracking(Auditing) System (Group 8)	1. Enrollment System 2. Value Based Care System 3. Compliance and Auditing System 4. Notification System 5. Re-pricing System 6. Workforce Management System 7. Claims Processing System	Group 8 members	Group 8 members	HCG Regulatory Compliance Portal-> Compliance Test HCG Regulatory Compliance Portal-> Data Security Test		Compliance Department Employees	Audit Department
	System Monitoring	The compliance team will validate the functionality of the other systems using internal control evaluation through document verification	Compliance Management	Compliance Tracking(Auditing) System (Group 8)	8. Wellness Initiative Management System	Group 8 members	Group 8 members	HCG Systems Health Portal		Compliance Department Employees	N/A

Customer Notification	Patient Health	Customers/Patients will login to the portal with their user-id and password. The portal would provide the user with the option of enabling the type of health alerts. The alerts could be customized for monitoring health status, health improvement techniques, heart rate monitoring pattern, blood sugar level, frequency of visits etc.	Notification Management	Notification Management System (Group 5)	1. Enrollment System 2. Notification System	Group 4 members	Group 4 members	HCG Health Improvement alerting Portal -> Physical health, mental health, Improvement status		HCG- Enrollment Department, Customer Service Department	Customers/ Patients
	Claims processing	Employers (clients of HCG), can login to the system with admin access and enable notifications set by the customers for viewing the frequency of receiving the claims updates. The incoming customer/patient preferences will be tracked according to its popularity.	Notification Management	Notification Management System (Group 5)	1. Enrollment System 2. Compliance and Auditing System 3. Claims Processing System	Group 4 members	Group 4 members	HCG Claim Capturing Alerts-> Claims Status, Billing Info regarding deductible, coinsurance and out of pocket expense		HCG- Claims Department	Employers/ Patients
Enrollment	Account Management	Enables enrollees to update account information, login credentials, payment information, eligibility and plan options	Customer advisory	Account services	1. Compliance and auditing 2. Health Care Provider System	Account service Representatives	Account Service Owner	HCG enrollee center->account management	Customer Registration Portal->Forms	HCG- System Admins	Customers/Patient

	Customer Registration Query Resolution	portal that will allow for the resolution of common account management issues for enrollees and employers. Provides information to help enrollees navigate the enrollment system	Customer advisory	Account services	1. Compliance and auditing 2. Health Care Provider System	Account service Representatives	Account Service Owner	HCG enrollee center-> registration-> account management->help center	Customer Registration Portal->Enquiry	HCG-Customer service and accounts management	Customers/Patient
	Client (Employer) Management	Enables Employers to edit/add/delete enrollee eligibility, entitlements, coverage options and auxiliary information	Customer advisory	Account services	1. Compliance and auditing 2. Health Care Provider System	Account service Representatives	Account Service Owner	Employer Management portal		HCG-System Admins	Customers/Patient
Wellness Initiatives	Wellness events	Gyms, yoga, organized and independent runs, customer health monitoring and notifying	Wellness management	Patient Engagement	1. Enrollment system. 2. Tracking management	Group 3 Members	Group 3 Members	HCG engagement portal -> health management-> wellness		HCG Customer Relationship Department	Customers/Patient
	Wellness Info sessions	webinars, seminars	Wellness management	Patient Engagement	1. Enrollment system. 2. Tracking management	Group 3 Members	Group 3 Members	HCG engagement portal-> health management-> wellness		HCG Customer Relationship Department	Customers/Patient
Customer Care	Value Based Care	This service delivers the patients treatment according to their needs. Meaning, they are not charged extra apart from what they have to pay. A valued based tracking is performed in order to check they are getting what they are paying for	Tracking Management	Value Based Tracking (Group 2)	1. Claim Processing System 2. Compliance & Auditing System 3. Patient Engagement 4. Enrollment System	Group 2 Members	Group 2 Members	HCG Value Track Management System		HCG value based care department	Patients, Doctors

	Treatment Advice	This service provides patients with suggestions about how they should execute their treatment. It also guides the patient in which direction they should proceed. The advisory system also checks the treatments after various milestones in the treatment.	Consulting Administration	Value Based Tracking (Group 2)	1. Notification System 2. Value based Care System 3. Patient Engagement 4. Enrollment System	Group 2 Members	Group 2 Members	HCG Treatment Consultancy		HCG value based care department	Doctors, Pharmacists
	Plan Offerings	This service is divided into creating various health insurance plans and distributing them amongst patients. It also generates awareness amongst patients in order to give them options for new health insurance plans.	Marketing and Distribution	Value Based Tracking (Group 2)	1. Enrollment system 2. Notification System	Group 2 Members	Group 2 Members	HCG Plan Management System		HCG value based care department	Health Insurance Companies,
Re-pricing	Discounts Available	This service provides various discounts available to the patients. It also introduces possibilities of how patients can modify their plans by applying discounts	Notification Management	Re-pricing (Group 6)	1. Enrollment System 2. Notification Management System	Group 6 members	Group 6 members	HCG Discount Management System		HCG Re-pricing Department	N/A
	Claim Adjustment	This service adjusts processed claims based on the discounts which are applicable on that claim's insurance plan	Financial Management	Re-pricing (Group 6)	1. Claim Processing System 2. Compliance & Auditing System 3. Enrollment System	Group 6 members	Group 6 members	HCG Claim Management System		HCG Re-pricing Department	N/A
	Money Saved Reports	This service report is a financial balance of how much money is saved after applying discount. Basically, this is a detailed report of processed claim from beginning to end.	Generating Documents	Re-pricing (Group 6)	1. Enrollment System 2. Claim Processing System 3. Compliance & Auditing System 4. Notification	Group 6 members	Group 6 members	HCG Document Generation		HCG Re-pricing Department	N/A

					Management System						
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Download as Excel: [ITIL Group5.xlsx](#) 

CONCLUSION

Thus, the ITIL framework helps an organization like HCG in the following ways:

1. Stronger alignment between IT and the business
2. Improved service delivery and customer satisfaction
3. Reduced costs through improved utilization of resources
4. Greater visibility of IT costs and assets
5. Better management of business risk and service disruption or failure
6. More stable service environment to support constant business change