

Pega for Medicaid Enterprise Systems

Rapid Innovation. Better Health Outcomes.

A Pega Datasheet

Challenge: MES operations require the ability to rapidly pivot, introduce new specialized services, scale, and **continuously change**. However, complexity in each State's unique requirements, outdated technology, and low-speed adoption models are slowing speed to realized services when agencies are adapting and innovating.

Solution: Agency's autonomy to adapt requires software **built for change**. Unlike 'Off the Shelf' solutions which struggle to adapt, Pega's Healthcare for Government Platform is **designed for re-use** and handling the complexity of enterprise systems. Used by 10/10 of the world's top healthcare payers, the Pega Healthcare Platform incorporates key healthcare operational models, **flexible** case management, AI capabilities, and customer service for **accelerated adoption** and the freedom to **scale**. Pega's built in design-focused delivery approach helps **realize rapid delivery** of meaningful outcomes in your MES.

Achieve meaningful business value in **90 days or less...**

Discover

Simple and **Thoughtful**

tools to collaborate and set achievable outcomes across organizational boundaries.

Adopt

Measurable outcome delivery. **Repeat.** Adapt to change, adopt new specialized services, or improve member experiences with your next MLP.



Prepare

Capture momentum for change and new adoption post PHE. Innovate, prioritize, and initiate.

Build

Bring your SIs and SMEs together to **crush complexity** with in-application hand off to IT teams. Stay connected to adoption with native progress tracking.

Care Management

Deliver the best care outcomes possible. Screening and assessment tools determine risk and recommend next best actions for treatment planning. Adjust care based on household case circumstances, automatically.

Anthem Blue Cross-Blue Shield achieved an 11-point increase in NPS and 50% decrease in training time in service rollout of 60 automated processes to 10,000 agents connecting providers, labs, & PBMs

Provider Management

Optimize Provider (and member) management processes. Back-end data models, relationships, and automation. Front-end personalized, digital, and self-service experience.

Optum delivered business value in 60 days by tearing down its existing silo approach to licensing and credentialing and merging into a single end-end process using Pega. Managed 25,000 clinician license across 50 states, avoided an estimated \$100M in legal fees, and increased data accuracy from 33% to 98%.

Eligibility & Enrollment

Put human touchpoints where you want them. Accurate and consistent case processing, business rules, and decisioning.

CMS delivered Eligibility Appeals Operations Support (EAOS) for Federal HIX in only 4 months with Pega™.

Business Relationship Management

Boost interoperability. Streamlined, consistent operational approaches and workflows with SLA controls, escalations, exchange standards, security, and compliance.

Operations Management

Maximize claims operations quality with Pega Smart Claims Management™. Reduce costs and delays, automate, manage the work, and respond in real time.

Financial Management

Drive operational efficiencies to reduce costs. Intelligent automation, streamlined visibility from intake to resolution in real-time, manage SLAs, and reduce errors.

US Department of Veterans Affairs \$21B in payments annually, achieved 33% lower operational costs despite 66% increase in member volume with Pega.

Plan Management

Simplify sharing of data. Increase accuracy and timeliness of reporting. Visibility into KPIs, data sources, claims, member info, behavioral data, and operational oversight.



Simplify Service

Deliver the right service, at the right time, using your customer's chosen method.

Boost efficiency

Gain insight to optimize processes.

Reduce Costs

Autonomy to make changes at your pace. Tools to realize outcomes quickly.

Ready for More?

Download our ebook *Governments Building for Change*.

