



PegaWorldiNspire

Using technology to radically re-invent claims processing at Anthem, Inc

Leslie Lampert

Director II, Commercial Claims

Anthem, Inc



Claims operations modernization

Commercial claims modernization at Anthem, Inc

Mission and values

Improve lives and communities. Simplify healthcare and expect more

Leadership

Community

Integrity

Agility

Diversity

Smart claims engine

Guided workflow

Robotic Processing Automation

Modern workspace

Automated urgency

Simple integration

Skill based routing



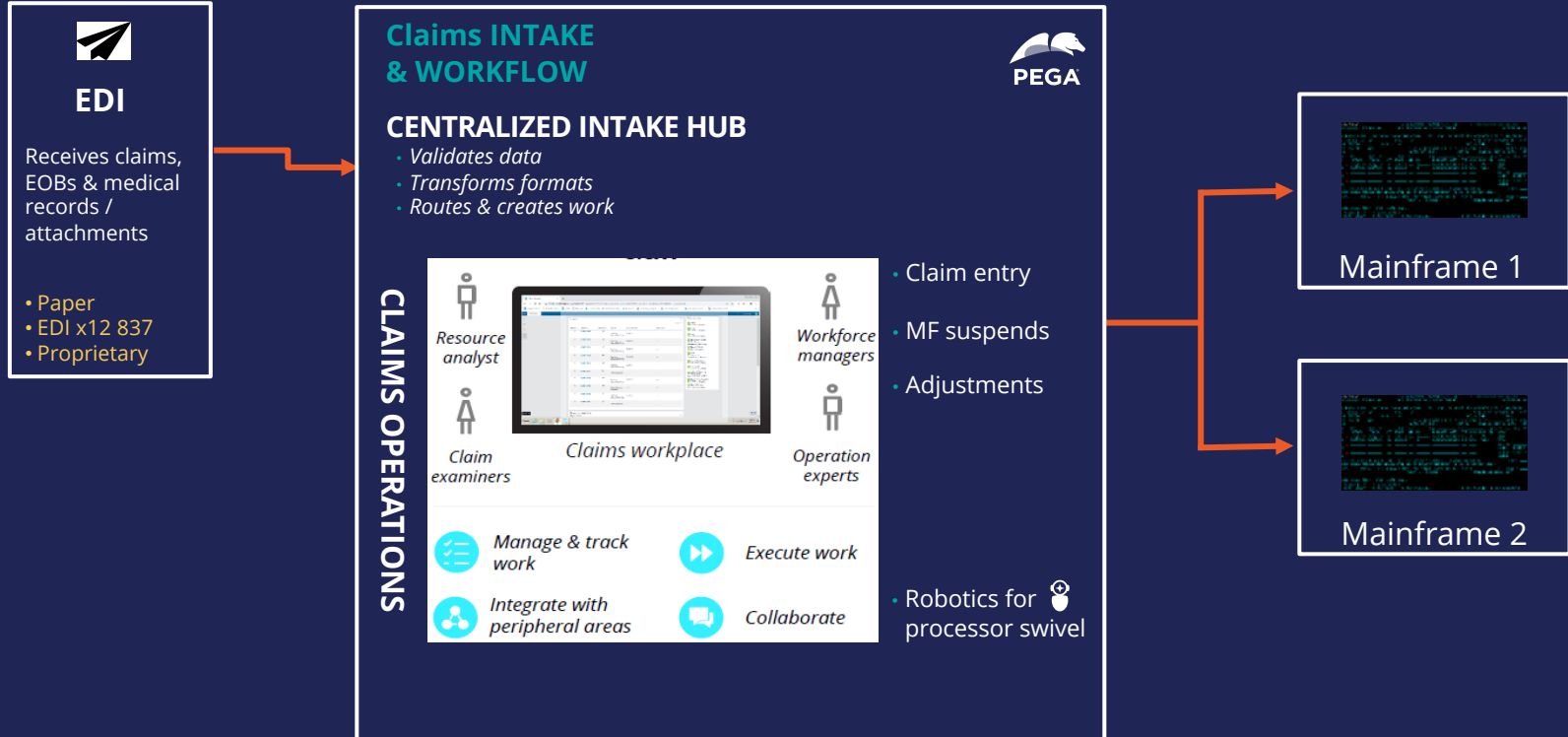
Claims INTAKE

Commercial claims modernization at Anthem, Inc



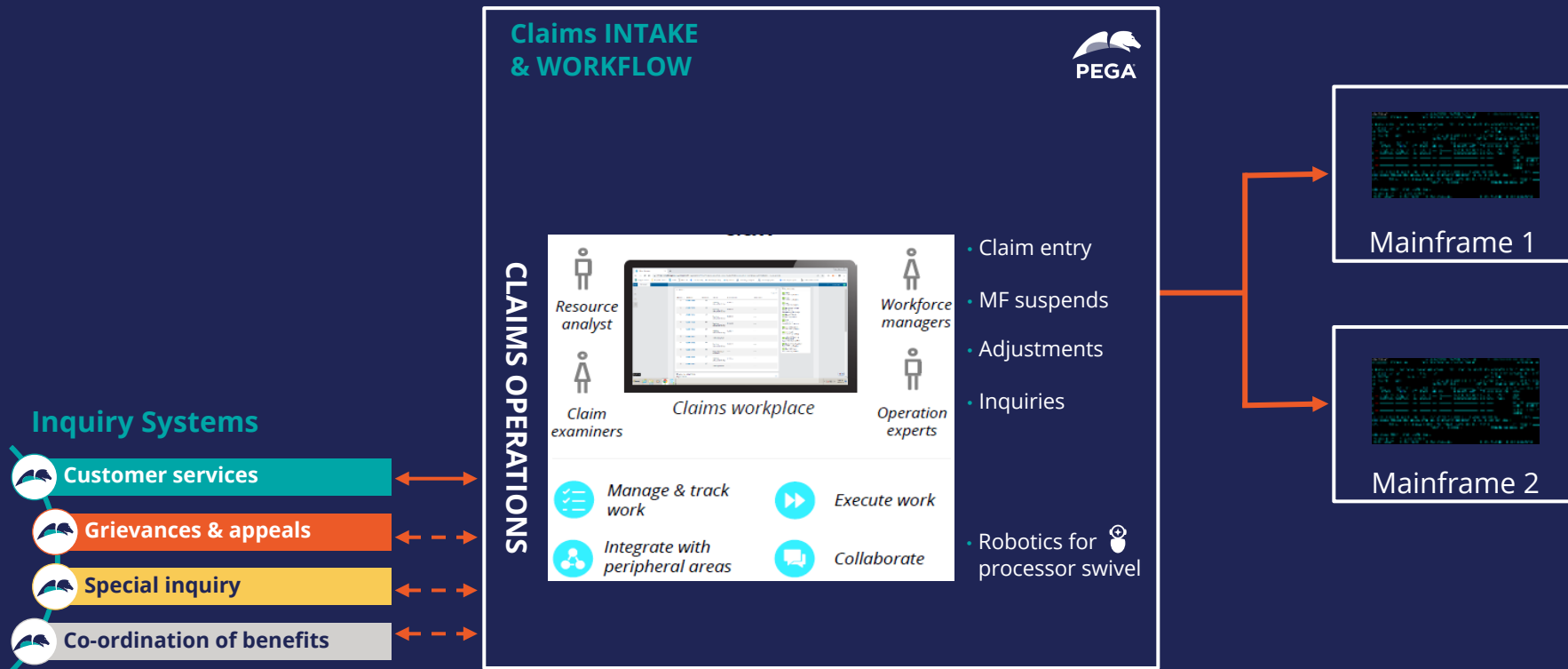
Claims INTAKE & WORKFLOW: CI&W

Commercial claims modernization at Anthem, Inc



Adding Inquiries to CI&W

Commercial claims modernization at Anthem, Inc



Expanded claim workspace

Commercial claims modernization at Anthem, Inc

Summary bar

Hyperlinks to FileNet and BlueSquared (SCC# for ITS claims), View related (adjustment claims), Claim status, and other summary information

Side panel

Navigate to Claim Entry, User Dashboard, Claim Search, and view Recent

Events

List of edits on the claim code and short description that have been detected in the mainframe

Claim Information

Member, Provider, Payment, Claim header, and Claim Lines information

The screenshot displays a web-based interface for claim management. At the top, there's a navigation bar with 'Dashboard', 'Search Claims', and 'CLM 111515'. Below this, a summary bar shows claim details: 'DCN: 20190417AD003-999', 'View related', 'Re-open investigation', 'Receipt: 02/19/2019', 'Claim age: 48 days', 'Prompt pay: Yes', 'Billed: \$1,009.00', 'Allowed: \$0.00', 'Paid: \$0.00', and an 'Approve' button. The main content area is divided into several sections: 'Event Resolution' (with a sub-section for 'Mainframe Events' listing codes like D032, D031, WGP, ERIC, Q15, DP1, OC1), 'Member Information', 'Provider Information', 'Payment Information', 'Claim Header' (with sub-sections for 'General Claim Data', 'Benefit Indicators', 'Diagnosis Codes', and 'Condition Codes'), and 'Additional Claim Data' (with sub-sections for 'Claim Source', 'Ancillary Provider', 'Ambulance', 'Miscellaneous Data', and 'Refund Data'). A right-hand sidebar contains 'Attachments' and 'Actions Menu' (with options like Refresh, Transfer assignment, Place claim on hold, etc.). The bottom of the screen shows a Windows taskbar with various application icons.

Actions Menu

Refresh, Transfer assignment, Place claim on hold, View claim history (audit), View claim process, Initiate Adjustment, Initiate Re-key, Cancel Claim (Re-delete), Withdraw Adjustment (Across)

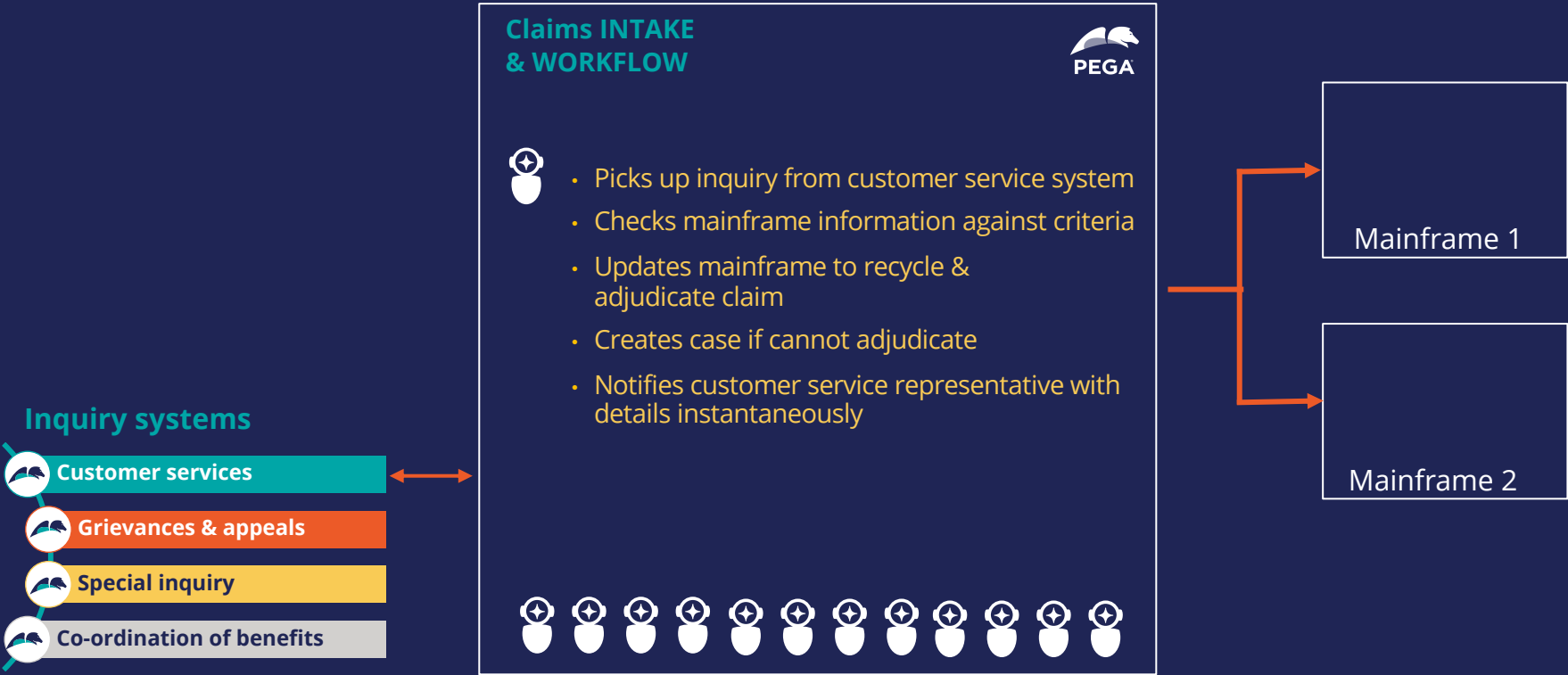
Inquiry Tabs

Claim detail: Attachments (URLs), Additional Claim Data, Claim Notes, Claim Search, ITS (Home/Host), and COB (Commercial & Medicare) are available for this release.

Utilization Management (UM), Benefits & Accums, Provider Search, Member, and Corporate DB tabs are planned for a later release. This will eliminate swivel to the mainframe screens for the purpose of inquiry

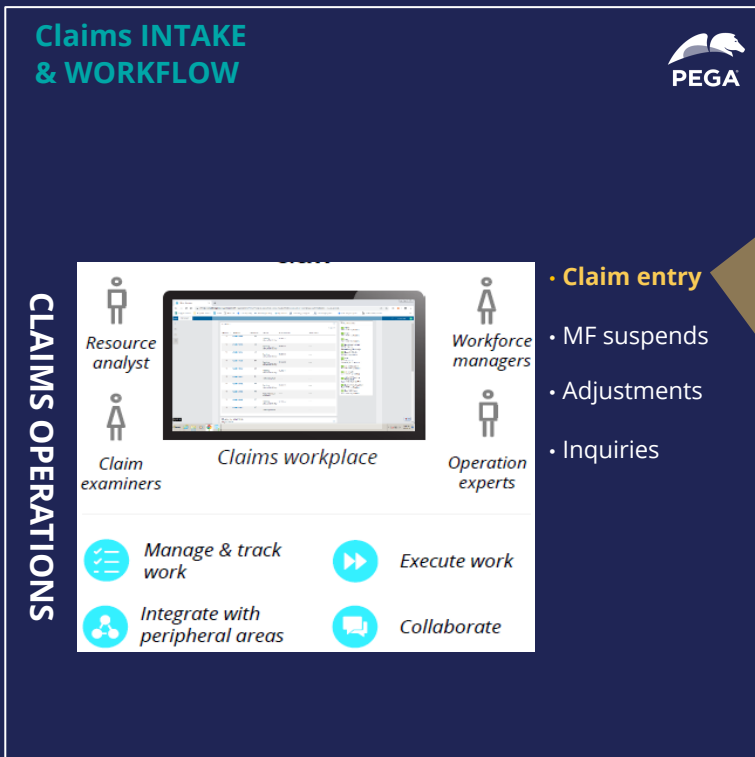
Simple adjustments for customer service

Commercial claims modernization at Anthem, Inc



Full claim entry in CI&W

Commercial claims modernization at Anthem, Inc



- **Claim entry**
- MF suspends
- Adjustments
- Inquiries

Re-use full claim entry capabilities in member and provider portals

Directly feeds mainframes without processor intervention

High volume, much of which will auto-adjudicate

Customers get real-time update

Claims modernization with CI&W

Commercial claims modernization at Anthem, Inc

Unified



- Inventories managed as “one” *across* the organization
- Workforce management can **monitor inventories in real-time**
- Users can be focused where the greatest need exists

Work is “vanilla”
wherever possible



- Workflows allow claims processors to move *across state lines*
- Workflows allow claims processing *across lines of business*
- Work is isolated where contractually required only

Modernize institutional
mainframe knowledge;
improve processor
experience



- **Unified screens** so processors can work professional & institutional claims
- **Imbedded, guided event resolution** allows examiners to process claims without “memorizing” benefits or reading benefit documents
- Putting **claims processing in plain language** allows for easy training of new hires and simplifies processing for experienced processors

Where we are today

Commercial claims modernization at Anthem, Inc

Claims INTAKE & WORKFLOW



- Centralized claims intake
- Full claims data for proprietary formats
- Automatic formatting of claims for mainframes
- Business-controlled claims routing & prioritization
- Modern workspace for pends, adjustments , & inquiries
- Integration with peripheral systems – case creation & tracking
- Robotics for end-to-end automation
- Adding more front-end edits, full claim entry
- Roadmap to move claims processors completely off mainframe



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Build for Change[®]