

INGENIX®

Application Implementation Services for Ingenix Impact Suite

Ingenix Impact® Suite

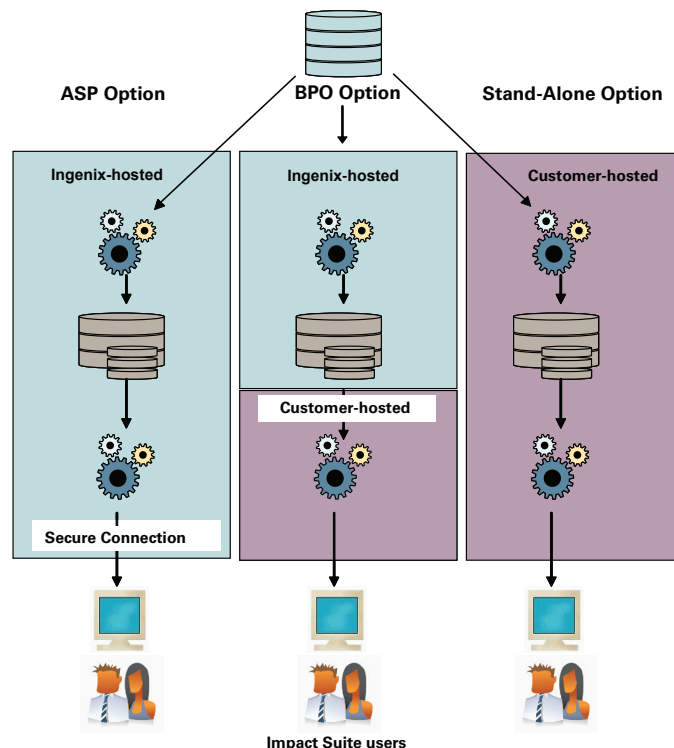
The Impact Suite of products from Ingenix revolutionizes how health care organizations measure value and quality by helping them understand the risks and associated costs of care. These analytics help organizations gain better insight into the factors that affect their members' health and thereby improve the services that they provide. Your organization gains maximum value and the fastest return from Impact Suite by tuning it to your business environment – from implementation and deployment to customization, reporting and training.

Ingenix offers comprehensive implementation services through expert consultants who recommend best practices in deployment, use and optimized processes for top performance. Through their experience Ingenix consultants and technicians know how health care organizations of every size and complexity can best integrate Impact Suite into their business operations.

Deployment Options

We offer three deployment options. The diagram below indicates the level of involvement Ingenix and your organization undertake in each of these deployment options.

Administrative claims data plus customer-specific information



Impact Suite Deployment Options

We offer three alternative deployment options which let you choose the implementation strategy that optimizes your organization's strengths and capabilities while minimizing the time to make Impact Suite operational in your environment.

Application Service Provider (ASP)

Organizations choose the ASP deployment option because it is usually the fastest and most efficient way for them to make Impact Suite operational. With this option organizations benefit from Ingenix's experience in extraction, transformation and load (ETL) processes and secure hosting environment. They also get immediate access to appropriate processing capacity, which allows them to focus on their primary business issues rather than the claims data or software. Some organizations choose this approach to get the solution up and running and then transition the processing and hosting in-house at a later date. In this deployment option, Ingenix prepares, optimizes, scrubs and processes your data through the Impact Processing Engine on a regularly-scheduled basis and hosts the resultant Impact data marts. This option includes the following Ingenix services:

- Regularly-scheduled (typically bi-monthly, monthly or quarterly) processing of your data including ETL processes, data standardization, cleaning and optimization and running the Impact Suite Processing Engine
- Secure delivery of the resultant Impact data marts to you, if desired
- Hosting of the Impact Reporting System in a secure environment
- Providing your users with secure web access to the Reporting System and all of its drill down databases and reports
- Standard implementation services, described below

Business Process Outsourcing (BPO)

Like the ASP deployment option, BPO deployment helps organizations make Impact Suite operational faster by leveraging Ingenix' expertise in data cleansing, optimization and running the Impact Processing Engine. This option offers the advantage of outsourcing the most technical and personnel resource intensive activities while you maintain complete control and access to the resulting analytics. In this deployment option, Ingenix prepares and processes your data through the Impact Processing Engine on a regularly-scheduled basis and delivers the resulting data marts to you. You install the Impact data marts on your servers and utilize the Impact Reporting System within your environment to access and use the data. This deployment option includes the following Ingenix services:

- Regularly-scheduled (typically bi-monthly, monthly or quarterly) processing of your data including ETL processes, data standardization and running the Impact Suite Processing Engine
- Secure delivery of the resultant Impact data marts to you
- Standard implementation services, described below

Stand-Alone

In the Stand-Alone deployment option, you prepare and process the data through the Impact Processing Engine and host the resultant Impact data marts. In this option you must obtain, install and maintain the necessary hardware and supporting software. This deployment option offers you complete control over all aspects of the implementation and deployment, but also places the greatest demands on your organization in people and technical resources. This option also includes the standard implementation services described below.

Standard Implementation Services

Ingenix provides standard implementation services for Impact Suite to help you maximize its use and make it operational in the shortest time by following an established set of best-practices based on our proven experience with successful implementations in health plans, disease management companies and third party administrators.

Implementation Team: The Ingenix Implementation Manager leads the team and ensures a successful implementation. This single point of contact for you coordinates all Ingenix resources including training personnel, data and analytics personnel, and technical staff. In addition to the Implementation Manager, your team includes a Product Consultant who leads training activities during the implementation and a Clinical Consultant who leads the business needs assessment and provides consultative clinical expertise for strategic planning in your service deployment.

Business Needs Analysis and Kickoff Meeting: Ingenix conducts onsite interview sessions with your business owners to define key business goals for deployment. Following these interview sessions, Ingenix hosts an onsite kickoff meeting to engage each respective area of your implementation team, ranging from the business sponsors to the technical teams. Led by the Implementation Manager, in the kickoff meeting the team (i) determines the desired implementation approach, (ii) determines the business requirements as defined from the interview sessions (iii) receives an overview of Ingenix software and its capabilities, (iv) determines project charter, scope, roles and responsibilities, and (iv) establishes technical and data requirements, dependencies and assumptions.

Data Education: Most implementations include a significant amount of time in defining and extracting data for processing by the Ingenix software. Ingenix allocates a significant amount of project time to assisting in the creation of data extracts and input files for Impact Suite. This includes an initial data education meeting as well as numerous iterative follow up discussions with Ingenix data and product experts. Ingenix assists you with interpreting the data input specifications for Ingenix software and provides guidance for you to create the required files which map to your business needs.

Technical Architecture Review and Support: Ingenix provides guidance and review of the required technical infrastructure to support the environment required to run the software, assuming you choose the BPO or Stand-Alone deployment options. Ingenix also supports your installation and configuration of the software depending on your deployment option.

Your Organizational Impact: Besides the dedicated team Ingenix allocates, a successful implementation also involves dedicated people and resources within your organization. Specifically, Impact Suite product implementations require project personnel and resources including project management, key user representatives from the engaged business areas, source data experts, technical expertise and data extraction processes. Key roles will be involved throughout the entire implementation, while others will only be required for the tasks relating to their subject area expertise. Our implementation processes assure minimum impact to people and resources when not required to a project phase, but also specifically call out engagement by key people and organizational areas in specific project phases.

Training: In addition to the Ingenix software documentation, Ingenix provides a variety of training services designed to help end users and analysts get immediate and effective use of the underlying analytics while preparing them to be self-sufficient. We facilitate this with a combination of on-site and remote training, and remote support options.

We typically arrange our training sessions as follows:

1 – Product Overview—This session includes a functional overview of the Impact Suite products and the underlying concepts and methodologies. It also presents basic functionality and the different reporting options. We design these sessions as introductory training and prefer to deliver them early in the implementation process to help your organization gain a baseline understanding of the capabilities of the Impact Suite products and to understand the decisions and tradeoffs they will make as they work through the implementation.

2 – Clinical and Analytic Training—These sessions prepare decision support “power users” such as business and clinical analysts to support the business needs of today and to adapt the software to meet the needs of tomorrow as necessary. Depending on your requirements, this training probes deeply into concepts and methodologies as well as providing detailed functional training. This process prepares your team to configure the software to best meet your business needs and maximize the value of its reports. Clinical, product, and analytic experts from Ingenix lead these training sessions.

3 - In-Depth End User—We lead this session using your live data output. Once you are ready to move into “production,” our trainers provide a functional overview of the Impact Suite Reporting System for end users in the context of the business requirements, a methodology review, and hands-on navigation of the system which is populated with your data. This session demonstrates the linkages between the product and business needs, and serves as both end user training and immediate enablement by end users on the system.

Assured Success

Ingenix application implementation services help your organization get maximum value from Impact Suite software. The highly-configurable nature of Impact Suite means a lot of decisions and tradeoffs during the implementation process. Our product and domain experts help your organization understand these tradeoffs and make the decisions right for your organization, all while optimizing the time your business and technical users engage in the process. Our proven-successful implementation processes assure you of rapid deployments and solutions that directly target and meet your business requirements.

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