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A Wipro Company



State of Montana

DPHHS

Claims Processing and Management Services
for Montana's Program for Automating and
Transforming Healthcare (MPATH)

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Executive Summary

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EXECUTIVE SUMMARY

INTRODUCTION

The State of Montana has witnessed a 77% increase in Medicaid population post the Affordable Care Act (ACA) Medicaid expansion to over 278,000 members. It is in this context that the State is implementing Montana's Program for Automating and Transforming Healthcare (MPATH). MPATH is an ambitious strategy, designed to implement and support a seamless, member centric and multi-partner healthcare service delivery model. Montana envisions a Medicaid enterprise system that is business function driven and will enable leadership to respond quickly to policy changes that unfold rapidly in the Medicaid and healthcare environment.

The claims processing system is the heart of any Health Coverage Program. While processing millions of claim transactions annually, the system must also produce timely and accurate information to meet reporting demands from state and Federal agencies to make informed data driven policy decisions. With that in mind, Wipro Infocrossing is pleased to offer its Claims Processing and Management Services solution as part of Montana's comprehensive and bold vision of modernizing and transforming its Medicaid systems and operations under MPATH.

Several other states facing similar challenges are actively working to modularize and modernize claims management systems to help with scalability, flexibility, and adapting to the rapidly evolving needs. As states move toward outcome-based contracts with providers and Managed Care Organizations (MCO) to improve the value of care, it is imperative to have systems that seamlessly support new coverage options and emerging pricing models. In offering our claims processing solution, we are excited at the opportunity to work with Montana and other states who intend to leverage the Montana and National Association of State Procurement Officials (NASPO)-led procurement to select a vendor of choice for Claims Processing and Management Services.

Wipro Enterprise Medicaid as a Service (EMaaS) provides the Montana Medicaid program with a fully integrated SaaS based claims processing and management solution which includes a suite of business process services that are best suited to ensure success of the MPATH initiative.

Wipro (NYSE: WIT) is one of the Top 10 global IT consulting and services firms, with over \$8.5 billion in annual revenue. Wipro has successfully implemented and maintains enterprise solutions for hundreds of clients globally, leveraging its strategic partnerships with the leading technology providers, such as Microsoft, Salesforce, IBM, Oracle, SAP, AWS, and others.

Everest, in its 2020 PEAK Matrix report, has ranked Wipro a 'Star Performer' in Overall IT Services, Application Services and Digital Services, and a Leader in Healthcare.

Infocrossing LLC, a wholly owned subsidiary of Wipro, is focused on government healthcare solutions and services for Medicaid and Medicare programs. As the Fiscal Agent partner to the State of Missouri, Wipro Infocrossing hosts, operates, and maintains the Medicaid Management Information System (MMIS) and also provides Enrollment Broker services. We process over 110 million claims/encounters per year from 65,000+ providers and three MCOs for over 900,000 Medicaid members. Over the years, we have helped the State of Missouri to automate and adjudicate 99.8+% claims electronically in real time.

Wipro Infocrossing also partners with Centers for Medicare and Medicaid Services (CMS) to provide Medicare eligibility verification services. Using our SaaS solutions, 90+ Medicare

Advantage plans manage member enrollment, process encounter data, and reconcile revenue, touching over 18 million Medicare members.

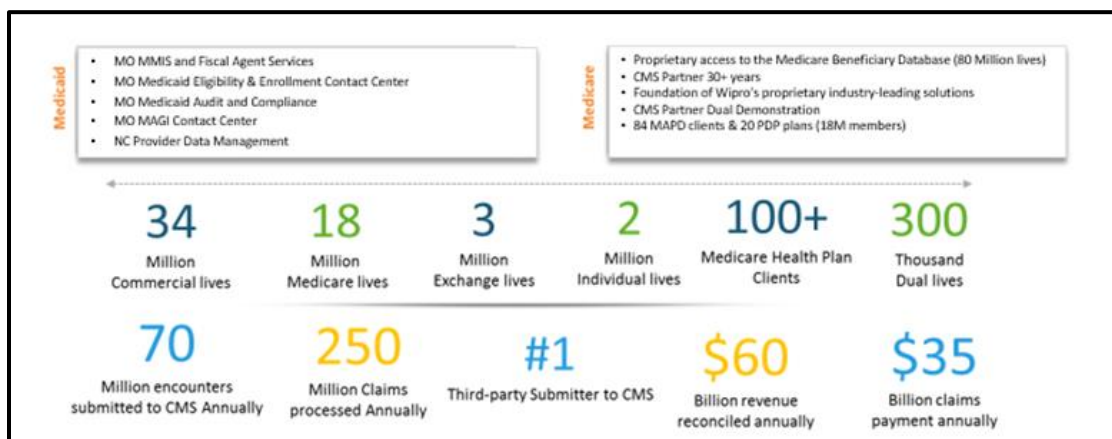


Figure 1-1: Wipro Medicaid and Medicare Experience

Wipro's Healthplan Services (HPS) unit is the market leader in the individual health insurance exchange sector, servicing over three million members across Federal and state exchanges using our proprietary platform.

Our expertise in Healthcare solutions, deep understanding of the Medicaid business, and our strategic technology partnerships have helped us create the future-ready Wipro EMaaS solution. Wipro EMaaS, a hybrid multi-cloud SaaS solution, is a perfect fit to help the State of Montana meet its objectives laid down as part of MPATH.

Trust and collaboration are bedrocks of a successful partnership. We recognize the value of such partnership with the State and other stakeholders to ensure success of this project. Our commitment to the State of Montana validated by our experience and those IT partners who have joined with us in committing to the following:

- ✓ Collaborative and mutually respectful working relationships with our peers in the MPATH Enterprise as well as with the appropriate state agencies and community stakeholders
- ✓ Delivering our state-of-the-art solution that is operable on day one of go-live
- ✓ An implementation focused on configuration and integration with other modules
- ✓ High quality deliverables produced on-time and approvable
- ✓ Fulfilling the terms of our agreement and exceed where possible

In a multi-vendor situation, it is imperative for the stakeholders to communicate, collaborate and co-innovate to ensure a successful implementation and operation of enterprise systems. We pledge to work shoulder to shoulder with the State and other vendors to make the vision of MPATH a reality for better health outcomes for some of the most vulnerable citizens.

The Wipro Infocrossing team is delighted to respond to this Claims Processing and Management Services RFP.

WIPRO INFOCROSSING'S SOLUTION SUMMARY

Wipro Infocrossing will build a successful, long-term relationship with State of Montana based on a foundation of cultural alignment, strong commitment, and quality service delivery. We bring decades of experience in successfully building business solutions for the Healthcare industry. We are

a widely recognized IT leader with extensive experience in deploying large-scale enterprise solutions and managing business operations.

For Montana, our solution strategy focuses on three key areas:

1. Our understanding of the MPATH initiative
2. Wipro EMaaS Solution
3. Our established credentials

OUR UNDERSTANDING OF THE MPATH INITIATIVE

The MPATH guiding principles and business objectives present a modularization strategy to establish an enterprise approach that modernizes the Medicaid enterprise systems. The model is based on building partnerships with solution vendors who are experienced, capable, and support the State's strategy with technology that is flexible, configurable, and can be integrated into the MPATH enterprise IT environment using standard repeatable processes.

As the most critical module of MPATH, Claims Processing and Management Services is flexible, easily configurable, and adaptable to improve access to care and deliver better outcomes. This module interoperates with the overall MPATH enterprise environment, leveraging the Systems Integration services.

Claims Processing Services are designed for easy integration with the optional modules for:

- A. Fiscal Management and Financial Reporting
- B. Call Center
- C. Federal Reporting
- D. State Specific Requirements

OUR SOLUTION: WIPRO ENTERPRISE MEDICAID AS A SERVICE (EMAAS)

Wipro EMaaS provides the Montana Medicaid program with a fully integrated Claims Processing and Management solution and a suite of business process services to support the MPATH initiative. It incorporates modular architecture and principles including:

- ✓ Medicaid Information Technology Architecture (MITA) 3.0 standards
- ✓ National Health Information Technology (NHIT)
- ✓ Service Oriented Architecture (SOA)
- ✓ Best-of-breed SaaS and Commercial-off-the-Shelf (COTS) solutions

Wipro EMaaS is a cloud-hosted solution that is scalable and can be easily configured to meet the needs of any state Medicaid program.

The following diagram presents a high-level solution overview of Wipro EMaaS for Montana:

wipro | Enterprise Medicaid as a Service (EMaaS) for Montana



Figure 1-2: Wipro EMaaS Solution Overview for Montana

Team Wipro leverages the following modules of our Wipro EMaaS solution to meet the requirements of the Claims Processing and Management RFP:

Claims360

Claims360 is the core claims administration module, built on HealthEdge's HealthRules platform, for end-to-end processing of claims. This module is the system of record for claims management, processing, and adjudication. Claims Business Rules are configured and resident in this module. Business Rules include member, provider, benefits, pricing methodologies, and policy edits applied in real-time. National Correct Coding Initiative (NCCI) claims editing is supported by ClaimsXten in real time. Claims360 handles X12 Electronic Data Interchange (EDI) transactions, performs adjudication, and processes payments for providers.

Engage360

Engage360 is the Portal and Customer Relationship Management (CRM) system, built on the Salesforce platform, to interact with and engage the Member and Provider communities. The Engage360 portal, built on Salesforce Community Cloud, is the responsive web interface for member and provider interactions. The CRM (Salesforce Service Cloud) provides a singular view of the member and provider interactions across multiple channels, including the contact center. Print and mail fulfillment services, provided by Change Healthcare, and Document Control operations are part of our Engage360 services.

Financials360

Financials360 is the financial management module, built on Microsoft Dynamics 365, to track Accounts Payables and Receivables and maintain the General Ledger. The services included in Option A – Fiscal Management are also addressed by this module.

Content360

Content360 includes Electronic Content Management (ECM) and powerful Business Process Management (BPM) services enabling advanced automation of business processes and workflows. Content360 is built using Alfresco and Red Hat Process Automation Manager (PAM). Content360 enables seamless workflow and document management capabilities across all modules.

Reports360

Reports360 is the reporting and analytics module to share insights with the State agency supporting data driven policy decisions. Reports360 is composed of various reporting and visualization tools to meet the needs of the agency. The HealthRules Answers and Microsoft Power BI addresses the needs for real-time and historical insights with both out-of-box and configurable custom reports for the Core and Financial Reporting (Option A) services. Native reporting and analytics services of Salesforce CRM and Mitel Contact Center provide real-time and historical insights for Call Center services (Option B). The Tableau platform is leveraged to build Federal Reporting (Option C).

Connect360

Connect360 is a suite of data integration tools and services, built using best-of-breed open source technology that support open protocols (REST, SOAP, XML, and JSON) and standards for interfaces (EDI, Application Program Interface [API], Web services, and File-based), and data integration across multiple claims types used across the entire range of the Medicaid program (National Information Exchange Model [NIEM] and Health Insurance Portability and Accountability Act [HIPAA]). Connect360 delivers seamless integration within the modules of Wipro EMaaS and interoperability with the extended Medicaid enterprise eco-system.

OUR ESTABLISHED CREDENTIALS

The Company:

Wipro is a global Information Technology (IT) consulting and services company with over \$8.5 billion in annual revenue, 175,000+ employees, and 1000+ clients. Wipro has a significant presence in the healthcare industry, working with marquee payers and leading providers and intermediaries to provide IT consulting, system integration, application development and maintenance, IT infrastructure management, and business operations services. Wipro has global, strategic partnerships with the leading technology providers, such as Microsoft, Salesforce, IBM, Oracle, SAP, and AWS, along with industry-specific solution providers, to help deliver solutions that best fit our clients' needs.

Today, businesses around the world are looking for help across the value stream. Digital transformation is taking place in both front end and core systems, demonstrating the need of agile core systems to deliver a world-class customer experience. We, at Wipro Infocrossing, help our clients "do business better". We build end-to-end solutions that bring together complex technology components and domain capabilities. We deliver digital transformation, leveraging our expertise in consulting, design, system integration, and maintenance.

OUR EXPERTISE AND RELIABILITY

- **A GLOBAL LEADER** in the IT business for over 30 years.
- **RANKED MOST ETHICAL COMPANY** in the world by Ethisphere for 7 years in a row.
- **GARTNER MAGIC QUADRANT LEADER** for Public Cloud Infrastructure, Professional and Managed Services Worldwide 2019 and 2018 and Testing Services in 2018.
- **EVEREST GROUP LEADER and STAR PERFORMER** Everest Group PEAK Matrix Assessment 2019 for overall IT Security Services market.
- **DOW JONES SUSTAINABILITY INDEX MEMBER** Recognized as a member of

Wipro Infocrossing focuses on five key areas that are fundamentally transforming the way technology is bought and consumed by enterprises: digital, cloud, connected intelligence, trust, and intelligent automation.

1. **Digital** is driven by the need for customers to reimagine, redesign and reengineer/renovate their businesses in the wake of technology and competitive disruptions. Customers are looking at new business/revenue models to monetize their information assets and build new experiences at scale.
2. **Cloud** economy is driven by the shift from capex to opex models and the need to be flexible. It enables faster time to market. "Pay per use"/Utility models are increasingly gaining traction with the "Cloud first" strategy.
3. **Connected Intelligence** is driven by an Artificial Intelligence (AI)-led approach to acquire and assimilate data, derive intelligence, and deliver measurable business outcomes. Medicaid provides the most comprehensive range of benefits to the most diverse patient population in healthcare. Connected Intelligence provides data insights to guide the optimal Medicaid policy decisions.
4. **Trust** is driven by the changing security landscape due to digital, IoT, cloud, etc. The changing regulatory and compliance environment increases the necessity to provide robust security across assets, processes, data, and people. There is an urgency to have an effective cybersecurity strategy in place.
5. **Intelligent Automation** involves driving significant efficiency, effectiveness, and experience

in IT and business process operations by leveraging technologies such as AI and Robotic Process Automation (RPA).

Wipro's Health Business Unit leverages these five key areas to build Integrated Platforms, Solutions, and Services for Payers, Providers, Healthcare Technology, and Life Sciences businesses to solve real-world health problems and improve lives.



Figure 1-3: Wipro's Health Business Unit

Wipro Infocrossing is experienced in transitioning legacy systems to the modern SaaS and COTS-based modular systems. We have participated in CMS presentations of the new Medicaid Enterprise Certification Toolkit (MECT) guidelines and the CMS process for development of the MITA 2.1 and 3.0 standards.

Above all, we are committed to the community and the highest ethical standards. Sixty-seven percent of Wipro is owned by a \$20 billion trust that is committed to social causes, specifically education. In the U.S., Wipro made a \$7 million endowment towards a Science Education Fellowship, which offers a two year fully funded program for public school teachers to become effective Science, Technology, Engineering, and Mathematics (STEM) educators. To date, over 400 teachers across eight states have benefitted from this Science, Technology, Engineering, and Mathematics program. Wipro, in collaboration with First Book, has also donated over 300,000 books, reaching 200,000 children across the U.S., who otherwise may not have the means to buy them. Wipro has been ranked as the most ethical company for seven years in a row by Ethisphere. For Wipro, the successful implementation and operation of MPATH is not just business, it is another way of fulfilling our Mission of Social Responsibility.

On Social Responsibility:

With the notable pledge of renouncing a significant ownership stake in the company by our founder chairman, 67% of Wipro is owned by a trust that is committed to philanthropic causes. This makes Wipro a unique for-profit organization, where 67 cents of every dollar in profits goes towards social causes.

OUR TECHNOLOGY PARTNERS FOR EMAAS

We view our client relationship as a collaborative partnership with the State. Our partners are equally committed to the success of this engagement. Our track record of successful collaboration in delivering long-term value to our clients provides a solid foundation for this strategic engagement with Montana and NASPO. The Wipro EMaaS solution leverages a select group of partners that bring industry leading solutions for each service category in the project with proven technology and excellence in service delivery. Our key Technology Partners are:

HealthEdge® - Core Claims Management

The HealthEdge® product suite is the most advanced transformational platform in the core claims administration market. Built on patented state-of-the-art technology, HealthEdge's "HealthRules Payor" is a world-class, enterprise core administrative solution for healthcare payers. HealthRules Payor includes industry-leading membership, provider and contract management, capitation, benefit rules configuration, claims and encounter processing, correspondence, reporting and analytics, finance capabilities, and more. With 40+ health plans and payor clients, HealthEdge® is proven, reliable, and offers the most advanced configuration capabilities of any system in the market. It is truly a next generation system, built using the latest technology, and offered as a SaaS solution. We partner with HealthEdge® in deploying and configuring HealthRules for a large Southwestern U.S. Blues plan. Additionally, some of their clients use HealthRules Payor to administer their Medicaid managed care lines of business.

Gartner cited HealthEdge® as a Sample Vendor for its next-generation core administration system in its July 2018 Hype Cycle for U.S. Healthcare Payers Report, 2018 for the 2nd consecutive year.

Elderplan, a Medicaid Healthplan has achieved success with HealthRules to:

- ✓ Enroll and reconcile Medicaid members
- ✓ Lower administrative costs significantly by automating critical business processes
- ✓ Identify and provide care to high-risk populations and members with high utilization
- ✓ Achieve and maintain regulatory compliance as new rules emerge in each state
- ✓ Track and report on critical quality and compliance measures
- ✓ Deliver transparency of information for increased member engagement and superior customer experience
- ✓ Leverage key data sources with seamless integration
- ✓ Coordinate individuals' healthcare and support services effectively

Wipro Infocrossing has an exclusive partnership with HealthEdge® for this bid for Montana and other states.

Salesforce – Portals and CRM

We recognize that providers and members are mobile, technology savvy, and expect quick answers.

With members and providers using multiple channels to interact with the agency, accurate and up-to-date information needs to be available in real time.

Wipro's portal solution, hosted on the Salesforce cloud platform, makes it easy for members and providers to effortlessly find information, manage their account, and engage with the agency. Our responsive portals render themselves seamlessly to mobile and tablet users. Members and providers have a seamless self-service experience as we extend Salesforce into the core claims management processes, so members and providers can connect and access their information anytime, anywhere.

The Forrester Wave Leader

Salesforce Health Cloud is named a leader by The Forrester Wave™: Enterprise Health Clouds, Q3 2017.

Gartner Magic Quadrant for CRM

Salesforce is a leader for 10 consecutive years.

In addition to leveraging Salesforce for web portal, Wipro EMaaS also utilizes this platform for Customer Relationship Management (CRM). We support the State in enhancing its relationship with the member and provider communities. Our solution provides a single view of members/providers across all channels of interaction to enable a comprehensive engagement with the key stakeholders.

Globally, Wipro is among the top five implementation partners for Salesforce. Together, we have successfully implemented and managed some of the most challenging solutions to our global enterprise clients, including many in the Healthcare industry.

Microsoft Dynamics 365 - Financial Management

In conjunction with our powerful claims processing solution, Wipro EMaaS uses Microsoft Dynamics 365 as the financial management system. We understand the complexities of managing financials, especially in claims reimbursement. Our solution allows the State to leverage a proven industry leader to achieve improved outcomes and gain a complete view of their Medicaid financial accounting status. Our solution is a cloud-based enterprise class financial management solution from Microsoft, built for maximum flexibility and extensibility. The solution enables the State of Montana to make informed financial decisions by connecting claims operations to financial data and streamlines Medicaid business processes while improving the overall financial management capability of stakeholders. The solution supports the Medicaid agencies need to be able respond rapidly and accurately to sudden unforeseen information requests and program changes from CMS and elected officials. This Microsoft product offering has excellent integration features with other Microsoft applications, such as the Office 365 suite and Power BI.

Wipro is one of the largest global alliance partners for Microsoft, having implemented Microsoft enterprise solutions for some of the largest organizations in the world. A team of experts at Wipro are constantly engaged in projects involving Microsoft applications.

Change Healthcare - NCCI Edits and Fulfillment Services

A premier Information Technology (IT) company, Change Healthcare (CHC) provides NCCI Editing services (ClaimsXten), Member ID cards production and distribution, and correspondence fulfillment services.

Change Healthcare has been providing healthcare services for over 35 years. Their NCCI Edits solution, ClaimsXten, is a leader in its category and widely used by multiple payers.

Change Healthcare has offered print and outgoing mail management since 1998 and is the industry's largest provider of payment management solutions dedicated to healthcare. They provide print and

mail fulfillment services to 700+ clients and 70+% of the nation's payers. Furthermore, by printing over one billion deliverables, representing 2.5 billion images and over \$100 billion in payment value annually, they have demonstrated a capacity that translates to efficient and cost-effective operations.

Wipro has a strategic partnership with CHC as a preferred IT and services partner and a joint go-to-market agreement.

Amazon Web Services – Cloud Hosting Partner

Amazon Web Services (AWS) is a subsidiary of Amazon that provides on-demand cloud computing platforms and APIs to individuals, companies, and governments on a metered pay-as-you-go basis. In summary, these cloud computing web services provide a set of abstracted technical infrastructure and distributed computing building blocks and tools.

The AWS secure cloud services platform, offering compute power, database storage, content delivery and other functionality, provides the Platform as a Service (PaaS) environment for the Wipro EMaaS solution. The COTS components of Wipro EMaaS are hosted on the AWS platform.

Wipro EMaaS leverages AWS Identity and Access Management (IAM) to enable secure access to AWS services and resources. IAM allows for integration into other solutions and the interoperability to securely share and exchange data with other sub-systems in the Medicaid enterprise.

AWS is a leader in Cloud hosting services and is leveraged by several state and Federal agencies. Wipro is a premier consulting partner for AWS and has partnered with several global clients to enable their cloud strategy.

In our detailed proposal that follows, we offer a program aimed at helping Montana and other states achieve and sustain a transformational Medicaid strategy that delivers on the vision, goals and objectives.

TECHNICAL SOLUTION OVERVIEW

At a time when technology, business needs, and user expectations are evolving rapidly, it is important to future-proof the Medicaid enterprise with our next-generation Wipro Enterprise Medicaid as a Service (EMaaS), a digital Software-as-a-Service (SaaS) solution that stays current with the technology landscape and the healthcare industry.

Team Wipro understands that in the ever evolving business and regulatory environment of Medicaid, States need to have solutions that are technologically advanced to be scalable, easily configurable, and flexible.

To operationalize these principles, Wipro EMaaS is a digital solution designed based on the following key tenets:

- ✓ User experience centric design
 - a. Customer journey mapping design approach
 - b. Responsive and device-agnostic user interfaces
 - c. Intuitive, easy-to-use design to drive self service
 - d. Omni-channel support to enable a single view of the members and providers
- ✓ Flexible and scalable business services driven architecture
 - a. Service Oriented Architecture (SOA) to ensure clear segregation and orchestration of services
 - b. Configurable Rules Engine that uses natural language to empower business users
 - c. Truly multi-tenanted architecture
- ✓ Automation-enabled process transformation
 - a. Automated monitoring and management
 - b. Automated testing and validation
 - c. Automated business process and workflow management
- ✓ High performance and transparent platform
 - a. Data caching for enhanced response times
 - b. Industry standard log management and proactive monitoring
 - c. Audit and error handling across the technology layers for unparalleled transparency
- ✓ Interoperability framework based on open standards
 - a. Support for multiple interfaces, such as APIs, Web services, and File-based
 - b. Promotes services interoperability using open protocols such as REST, SOAP, XML, and JSON
 - c. X12 EDI and National Council for Prescription Drug Programs (NCPDP)
 - d. Data interoperability using standards such as NIEM and HIPAA
- ✓ Data consistency, accuracy, and integrity
 - a. Data access provisioned through a data abstraction layer
 - b. Well defined data governance approach aligned with the State's System Integrator (SI) data governance model
 - c. Established and proven Software Development Life Cycle (SDLC) practices to ensure data accuracy and integrity
 - d. Built-in audit trail controls to ensure accountability

- ✓ Security-first approach across technology layers
 - a. Role-based user access and single sign-on functionality using Identity and Access Management services
 - b. Security protocols, such as HTTPS, TLS, WS-Security, and SAML, to ensure secure transactions
 - c. Encrypted data at rest and in motion
 - d. Secured environments based on HITRUST, National Institute of Standards and Technology (NIST) 800-53, and FedRAMP standards
 - e. Automated security incident monitoring and management using industry leading products
- ✓ Highly available and auto-scalable solution
 - a. Cloud-hosted infrastructure with built-in auto-provisioning and dynamic load balancing
 - b. Well-defined business continuity plan with built-in failover and disaster recovery
 - c. Multi-node cluster deployment of service components

WIPRO EMAAS AND MPATH: A STRATEGIC FIT

Wipro EMaaS is aligned to the MPATH principles and is best suited to meet the MPATH business objectives. The figure below represents Wipro EMaaS's alignment with MPATH's objectives.

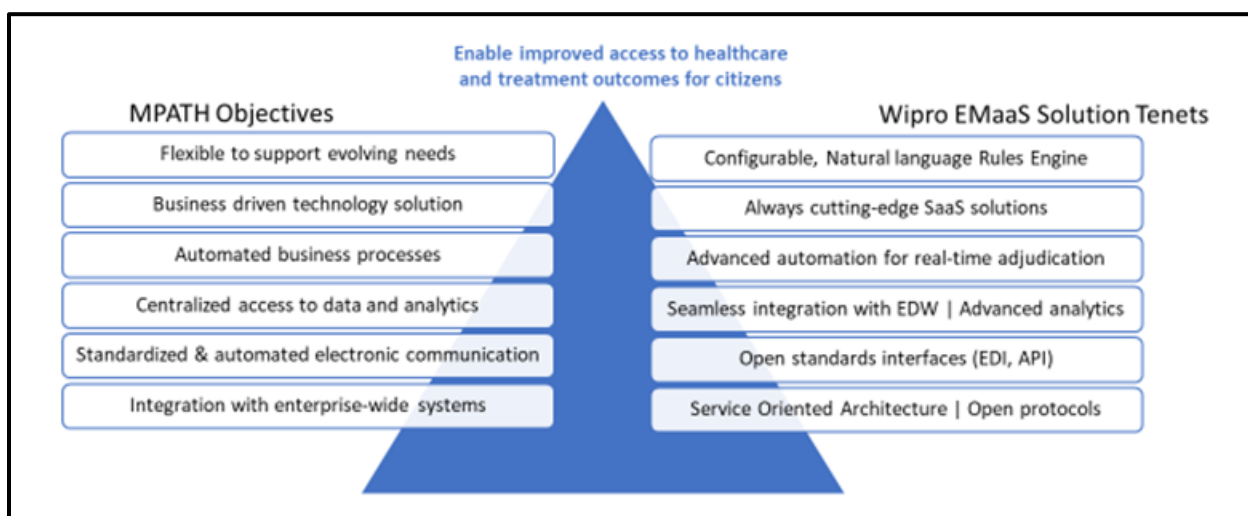


Figure 1-4: Wipro EMaaS Solution Alignment to MPATH Objectives

The Wipro EMaaS alignment with the MPATH Guiding Principles is further elaborated in the table below.

Table 1-1: MPATH Guiding Principles and Wipro EMaaS Solution

Guiding Principles	Wipro EMaaS Solution
Flexible Enterprise Technology Platform	Wipro EMaaS solution is built using state-of-the-art SaaS, Platform-as-a-Service (PaaS), and Infrastructure-as-a-Service (IaaS) platforms and Commercial-off-the-Shelf (COTS) products. Wipro EMaaS is modular and scalable to meet the current and future needs of MPATH strategy. The solution is built on flexible, rule-based, configurable components and services to provide unparalleled flexibility and agility to respond to evolving regulations, program needs and

Guiding Principles	Wipro EMaaS Solution
	initiatives. For instance, the Claims360 module of the Wipro EMaaS solution is powered by HealthRules Language, which offers a natural language rules engine to allow quick and easy configuration of benefit plans and fee schedules. Similarly, Reports360 automates the compilation and analysis of data providing the agency insight to make informed and confident decisions about new policies and program initiatives.
Centralized Data Repository	Wipro EMaaS solution will establish a seamless integration with the State's Enterprise Data Warehouse (EDW) module using the State's SI defined interfaces and data views to support the Centralized Data Repository goal. Wipro EMaaS is the system of record for all claims related transactions. Additionally, Claims360 module compliments the State's EDW by providing a real-time data warehouse and associated data analytics tools in the Reports360 module to enable real-time and near-time access to data including clinical, financial, provider and member data to enhance reporting. The Reports360 module provides out-of-the-box standard reports for Medicaid and allows configuration of custom reports supporting rapid data based operational and policy decisions.
Business-driven Enterprise Transformation	Team Wipro supports the vision that business functions must drive technical solutions and the modular MMIS capability must be flexible, scalable and highly configurable to meet current and future needs including new state and federal regulations and business process innovations. Wipro EMaaS is designed to help the State drive enterprise transformation and ensure it is future-proof. The solution is built on flexible, rule-based, configurable components and services to provide unparalleled flexibility and agility to respond to evolving regulations, program needs and initiatives. Our modular solution allows complete flexibility to change based on business needs and strategy. Furthermore, Wipro EMaaS is a SaaS solution, that stays current with the technology landscape and the healthcare industry to ensure business is never constrained.
Process Automation	Wipro EMaaS is designed for end-to-end, real-time processing of electronic claims and includes easy-to-use Business Process Management functionality to streamline and automate processes. The Wipro EMaaS solution supports automating of manual processes to eliminate human intervention wherever possible. Wipro EMaaS allows states to quickly address changes in the industry and stay in compliance with new government regulations. The business logic of Wipro EMaaS allows business users to utilize workflow tools to standardize business processes that guide internal and external users through process steps, activities, and tasks. Our robust claims adjudication engine utilizes advanced automation that increases claims adjudication Operational First Pass Rate (OFPR).
Data Integration and Interoperability	The Wipro EMaaS solution promotes reusable components by using open architecture and adopting industry and national standards for interoperability, integration, and data exchange. Connect360 module within Wipro EMaaS provides a robust and flexible integration framework, which is extensible and highly available. Our solution ensures seamless coordination and integration with components,

Guiding Principles	Wipro EMaaS Solution
	other systems and allow interoperability with health information exchanges, public health agencies, human services programs, and community organizations providing outreach and enrollment assistance services and federal data sources.
Data Consistency Across the Enterprise	Wipro EMaaS enables built-in data consistency, accuracy, and integrity through: • Data access provisioning through a data abstraction layer • Well defined data governance approach aligned with the State's SI data governance model • Comprehensive data governance process to ensure consistent data management processes and policies across the enterprise providing data that is timely, accurate, usable, and easily accessible • Seamless connection to internal and external modules to freely exchange and reconcile disparate data elements and store them in master databases • Metadata repository that stores the characteristics of the business, technical, operational, security, and end user data elements
Progressive Technology	Wipro EMaaS is a cloud-based SaaS solution that features mobile responsive portals which enables members and providers to find relevant information, perform applicable business functions and effortlessly engage with the agency. Our user interfaces for members and providers are designed to be responsive and device-agnostic. Our solution is always updated with the latest technology advancements. With every new release, the most current functionalities are automatically made available to the users.
Member and Provider Centric Focus	Wipro EMaaS delivers user experience centric design through: • Customer journey mapping approach • Responsive and device-agnostic user interfaces • Intuitive, easy-to-use design to drive self service • Omni-channel support to enable a single view of the customer • Best-in-class CRM and web portal from Salesforce • Interactive Voice Response (IVR) system that enables self-help and ensures that members and providers are connected with the appropriate program
Cost Efficiency and Effectiveness	Wipro EMaaS is fully capable of supporting value-based or outcome-based payment models. Our SaaS solution continues to stay aligned with the healthcare industry trends for functionality that supports new and evolving engagement models to deliver cost efficiency and effectiveness. Wipro EMaaS allows the agency to use the Medicaid program data to facilitate decision-making and identify sources of health disparities. This data can also assist the agency in enhancing care coordination and care management across programs that are consistent with the needs of Montanans. Team Wipro works closely with the agency to monitor new policies and programs that are implemented to promote health through prevention, wellness, and early intervention.

WIPRO EMAAS – MODULAR BY DESIGN

Wipro EMaaS is a digital solution that incorporates the modular architecture per MITA 3.0 standards and application or solution architecture principles of the National Health Information Technology (NHIT), such as Service Oriented Architecture (SOA), to take advantage of best-of-breed SaaS and COTS solutions.

Our proposed Wipro EMaaS, Claims Processing and Management Services solution for Montana is built on this future-proof SaaS-based platform. In the diagram below, we present the various solution components and services of Wipro EMaaS.

Wipro EMaaS for Montana is comprised of logically grouped components into the following components:

- ✓ Claims360
- ✓ Engage360
- ✓ Content360
- ✓ Reports360
- ✓ Financials360
- ✓ Connect360



Figure 1-5: Solution and Services Overview of Wipro EMaaS

Each module is self-sufficient, integrated, and loosely-coupled with the other modules. This design offers adaptability and convenience for the agency to implement and enhance each module without affecting the other modules. Various Wipro EMaaS modules interact with each other and other MPATH modules through the Connect360 integration platform. Detailed information on each module is described in the section below.

WIPRO EMAAS MODULES

As outlined above, Wipro EMaaS is a modular, SaaS-based solution. The modules that are leveraged to meet the requirements of this RFP are detailed below.

Claims360

Claims360 provides a modern, enterprise class software platform for Medicaid claims processing and provides the State of Montana a solution that stays relevant with advancements in Information Technology (IT).

Claims360 leverages the HealthRules platform from HealthEdge® to offer an integrated Claims management solution based on a contemporary vision of the ever-changing healthcare marketplace.

Claims360 components are built using modern technology that has a proven footprint in the healthcare industry and deliver next-generation functionality. For over ten years, implementation of HealthRules has allowed commercial, Medicare, and Medicaid health plans to quickly address changes in the industry and maintains compliance with new government regulations. This approach results in customer satisfaction and significantly lowered administrative costs.



Because Claims360 supports work queue processing and document linking, it is more than just a claims processing system. It is a fully functional business process management and content management system for Medicaid. Users do not have to log in to multiple systems to complete the day-to-day activities for claims adjudication, which provides an unmatched efficiency. Claims360 also features the patented HealthRules Language, a revolutionary approach to configuration, claims processing, and transparency of information using natural language based business rules. This language allows the State staff to easily design and configure new business rules with a much shorter turnaround than alternative systems. Similarly, benefit plans and pricing are easily and quickly configured by business analysts using the user-friendly interface.

Claims360 enables the State to improve operations and outcomes, including:

- ✓ Lower administrative costs significantly by automating critical business processes
- ✓ Identify and manage care to high-risk populations with high utilization
- ✓ Achieve and maintain regulatory compliance as new rules emerge
- ✓ Track and report on critical quality compliance measures
- ✓ Deliver transparency of information for increased member engagement and superior customer experience
- ✓ Leverage key data sources with seamless integration
- ✓ Coordinate individuals' healthcare and support services effectively

The HealthRules Care Manager component in Claims360 provides service authorization functionality. Claims360 has built-in integration with EDI gateway (TransSend) and Claims editing services (ClaimsXten) to ensure real-time adjudication of claims.

Financials360

In conjunction with our powerful claims processing solution, Wipro EMaaS has a Financials360 module, built on Microsoft's Dynamics 365, to form a complete financial management system. We understand the complexities of managing Medicaid financials, especially in claims reimbursement, and our solution allows the State to leverage proven industry leaders to achieve greater outcomes and gain a complete view of their Medicaid financials.

Financials360 enables the State to maximize financial visibility and stewardship of the Medicaid program by:

- ✓ Monitoring the financial performance of the program in real time
- ✓ Using insights to predict future outcomes
- ✓ Unifying and automating Medicaid financial processes
- ✓ Reducing operational expenses with process automation, budget control, and financial analysis
- ✓ Efficiently adapting to changing financial requirements through a no-code configuration service that simplifies the State's fiscal management needs



Wipro EMaaS leverages Financials360 to enable the State to make informed financial decisions by connecting claims operations to financial data, streamline Medicaid business processes, deliver accurate and timely payment to providers/MCOs, ensure correct fund category allocation, generate detailed Federal and state financial reporting, and decrease administrative overheads.

Engage360

Engage360 provides a suite of services to enable rich, multi-channel interactions with the members and providers. This includes Web portals, Contact Center services, Fulfillment services, and Customer Relationship Management (CRM) services.

Engage360 - Web Portals

Today, providers and members are mobile, technology savvy, and expect quick answers. Our portal solution, hosted on the Salesforce cloud platform, makes it easy for members and providers to find information, manage their account, and connect with the agency effortlessly. We deliver responsive portals that render themselves seamlessly to any device, including mobile phones and tablets. Members and Providers utilize intuitive self-service functions that provides self-help without needing to contact the agency staff.

Our secure member and provider portal provides the ability to perform the following:

- ✓ View and Submit Claim information
- ✓ Check eligibility
- ✓ Request information on services covered under benefit plans
- ✓ Request an Explanation of Benefits
- ✓ View system and policy documentation
- ✓ Request or View a Medicaid ID card
- ✓ Interact with the Department through multiple avenues including Email and Chat



Engage360 – Contact Center Services

Even though we provide many avenues for self-service, we understand there is a need for a live customer service representative to resolve member or provider inquiries. Our expertise in providing these services ensures fast, friendly, and accurate results for individuals that find themselves on the phone. Our Automatic Call Distributor (ACD) and IVR system, using Mitel's Contact Center platform, fully supports these goals by delivering everything the State needs to empower providers and members to engage on their own terms. It includes computer telephony integration, advanced IVR functionality, automatic call distributing, and live analysis/call management via a unified intelligence portal.

Our ACD system supports flexible, configurable message queues that route incoming calls to specified teams. Driven by business analyst written rules, graphical workflows, and information gleaned from the IVR, each call is routed to the appropriate inbound queue. Our ACD logic incorporates:

- ✓ Agent Skill Sets
- ✓ Automatic Number Identification (ANI)
- ✓ Time of Day/Day of Week/Day of Year
- ✓ Emergency Conditions
- ✓ Queue Conditions
- ✓ Member/Provider Collected Data and Database verification
- ✓ Member/Provider Preference

Our call center solution is designed to deliver a rapid return on investment by offering application integration with our Salesforce CRM and robust reporting features.

Engage360 - Customer Relationship Management (CRM)

In addition to leveraging Salesforce for web portals, our Engage360 module also utilizes this platform for our customer relationship management. Our solution is a comprehensive, automated CRM for all aspects of managing member and provider engagement. Our CRM supports the following functionality:

- ✓ Ability to upload and associate attachments to correspondence records
- ✓ Automated contact tracking system
- ✓ Role-based Security and Access
- ✓ Auto-population of key fields from members or providers
- ✓ Global contact search based on a number of fields

Salesforce is recognized in the industry as the best CRM platform available. From security to scalability, this solution meets the current and future needs of the agency.

Content360

Wipro EMaaS provides a robust, cloud-based Enterprise Content Management (ECM) system and process management toolkit as part of the Content360 module. Content360 is Content Management Interoperability Services (CMIS) compatible, which allows for a common data model and file structure for integration with external content management systems and applications.

Content360 also features a robust Business Process Management engine to handle complex workflows throughout the Wipro EMaaS. Forrester Research has named Wipro a leader in Digital Process Automation, based on evaluation across several criteria, including strategy, design, technology utilized, and change management.



Content360 - Document Management

Despite the ongoing digitization and modernization of the healthcare industry, we understand paper can still drive our business processes. It is important to have a solution that integrates both paper and electronic submittals into the same process flow. Wipro EMaaS offers the State an efficient document management, storage, and control process. Our couriers ensure daily mail is delivered to the mailroom and is sorted, timestamped, scanned, and indexed. Through intelligent batch validation functionality and efficient document indexing, the State has the safety net required to ensure nothing is overlooked.

Recognized as an industry leader for ECM, Alfresco provides open, flexible, and highly scalable ECM capabilities that easily integrate with business applications. Our document management solution is built on an open source core with support for open standards and open APIs that provide an easily configurable out-of-the-box solution to meet all of the State's needs. Content360 has the capacity to configure, support, and maintain a complete and scalable ECM through:

- ✓ Document management, including storage, access, and retention of electronic documents and images of paper documents
- ✓ Scanning and digitization of paper documents with intelligent automated indexing, including Optical Character Recognition (OCR), Intelligent Character Recognition (ICR), and barcode technology
- ✓ Batch scanning, document classification and routing, and customizable information management policies
- ✓ Hosting in a cloud-based platform to allow for quick scaling, efficient upgrades to maintain relevancy with changes in technology, and the ability to easily adapt to changes in government regulations

Content360 - Process Management

Business Process Management (BPM) and automation plays an important role when transforming enterprise Medicaid systems, and Team Wipro provides the experience necessary to successfully map and define, reengineer, and automate Medicaid business processes.

The core of the Content360 workflow management is Red Hat Process Automation Manager (PAM), which is a platform for developing automated business decisions and processes. It also provides human task management for manual intervention of the executed process.

Our workflow platform includes:

- ✓ Business modeling using the latest Business Process Model and Notation (BPMN)
- ✓ Resource optimization by automating repeatable, menial tasks
- ✓ Cloud-native development and deployment
- ✓ A powerful rules-based workflow engine with a modern user experience
- ✓ Open APIs for multi-solution processes

Content360 offers the State a complete document, content, and process management module and is the perfect solution for defining, orchestrating, and automating the multi-solution workflows required to facilitate the Medicaid program.

Reports360

Our Reports360 module provides the insight necessary to make data-driven decisions and watch the impact in real time. We provide the best report builders and business intelligence tools in the industry to ensure the State is aware of the health of its Medicaid program. We have reviewed the reporting requirements in detail and have categorized our proposed solution in the following:

- ✓ Claims Reporting
- ✓ Financial Reporting
- ✓ Contact Center Reporting
- ✓ Federal Reporting



Reports360 - Claims Reporting

Our claims processing solution is equipped with an expandable data model and supports a real-time data warehouse within Claims360 module. We provide an easy-to-understand data structure that is optimized for data analysis and reporting. Through the use of interactive, business user-friendly tools, our solution offers extensive control over data selection, rich visualizations, drill-down analysis, and report scheduling capabilities. The Reports360 business intelligence toolkit provides the Department with key insights to make important decisions regarding Medicaid policies and processes.

Reports360 - Financial Reporting

Microsoft's Power BI is recognized by Gartner as a leader in the 2019 Analytics and Business Intelligence Platforms Magic Quadrant and is integrated out-of-the box with Financials360. By leveraging this integration, Reports360 can automate the compilation of data and formatting of reports, provide analysis and financial insight, and reduce errors. Visualizations are easily created through drag-and-drop and can be combined to create a report or dashboard. These interactive reports and dashboards can be accessed via web browser or embedded in external sites or applications. By providing data modeling capability, Reports360 eliminates the need for additional software to prepare Medicaid data for financial reporting.

Reports360 - Contact Center Reporting

Mitel's Contact Center Management reports all metrics related to inbound and outbound calls by capturing streams of raw data from the ACD and IVR systems. This information is then transformed into Key Performance Indicators (KPI) to measure contact center efficiency and effectiveness.

In addition to the canned reports, Reports360 allows direct connect to the Mitel database and data views to create customized reports and dashboards.

Reports360 - Federal Reporting

To assist with the development and extraction of data for federal reporting, Reports360 utilizes the power of the Tableau platform. Tableau is recognized by Gartner as a leader in the 2019 Analytics and Business Intelligence Platforms Magic Quadrant. This solution sets itself apart with the ability to join disparate data sources, including the State's Enterprise Data Warehouse (EDW), into the

required formats for reporting Medicaid data at the Federal level. With over 30 years of experience in this arena, we are familiar with the various Medicaid reports required by CMS and are committed to working with state Medicaid agencies in ensuring all reporting requirements are met.

Connect360

Our solution provides a robust and flexible integration framework, which is built using extensible and highly available architecture. Connect360 interfaces with the State Integration platform to provide end-to-end connectivity between the Wipro EMaaS modules as well as across the MPATH enterprise.

At the core of Connect360 is our Enterprise Service Bus (ESB) which is built using WSO2 integration products. These products are best in class and ideal for Wipro EMaaS integration framework because they:

- ✓ Comply with the industry best practices and design principles
- ✓ Support and meet the requirements outlined in this RFP with minimal customization
- ✓ Shorter learning curve, thus making platform adoption simpler and easy to integrate and administer
- ✓ Are acknowledged as a market leader for API management

Team Wipro holds a strategic partnership with WSO2 and have completed multiple successful implementations for our global customers.

Connect360 also features a robust Extract Transform and Load (ETL) tool, Talend, which ensures easy and accurate extraction, transformation and loading of data from disparate sources. HealthRules Connector is also utilized to transform and exchange HIPAA compliant Electronic Data Interchange (EDI) transactions.



WIPRO EMAAS TECHNICAL ARCHITECTURE

Our 30+ years of success and expertise in managing MMIS and Fiscal agent services has fueled the development of the Wipro EMaaS Solution.

Our hybrid multi-cloud Wipro EMaaS solution is highly scalable and elastic which allows for vertical (adding more processing power to a host) and horizontal (adding more hosts) scaling based on the demand. As demand for the services change, the Wipro EMaaS system capacity can increase or decrease.

Our cloud based SaaS solution provides optimal system flexibility, scalability, interoperability, efficiency, configurability, maintainability and compliance.

The Wipro EMaaS network infrastructure is based on the high speed and highly redundant AWS

cloud network. Utilizing AWS Transit gateway and the AWS high-speed network, the Wipro EMaaS establishes direct high-speed and backup connectivity between all critical components. Utilizing AWS Direct Connect as the primary connections, all Wipro EMaaS hybrid multi-cloud deployments are directly connected to each other through point-to-point dedicated high-speed network connections. Along with the high speed dedicated AWS Direct Connect, the Wipro EMaaS also provides redundant site-to-site Virtual Private Network (VPN) connections.

The Wipro EMaaS architecture features a multi-layered approach. With each layer corresponding to a different service, integration, or component, system changes are easily integrated to an existing component without impacting the entire system. This flexible architecture allows for the rapid development and deployment of critical systems updates required to provide business continuity in the constantly evolving healthcare industry. Wipro EMaaS provides optimal system adaptability, scalability, and maintainability, as Montana's core Claims Management system. The following figure visualizes the high-level technical architecture of Wipro EMaaS.

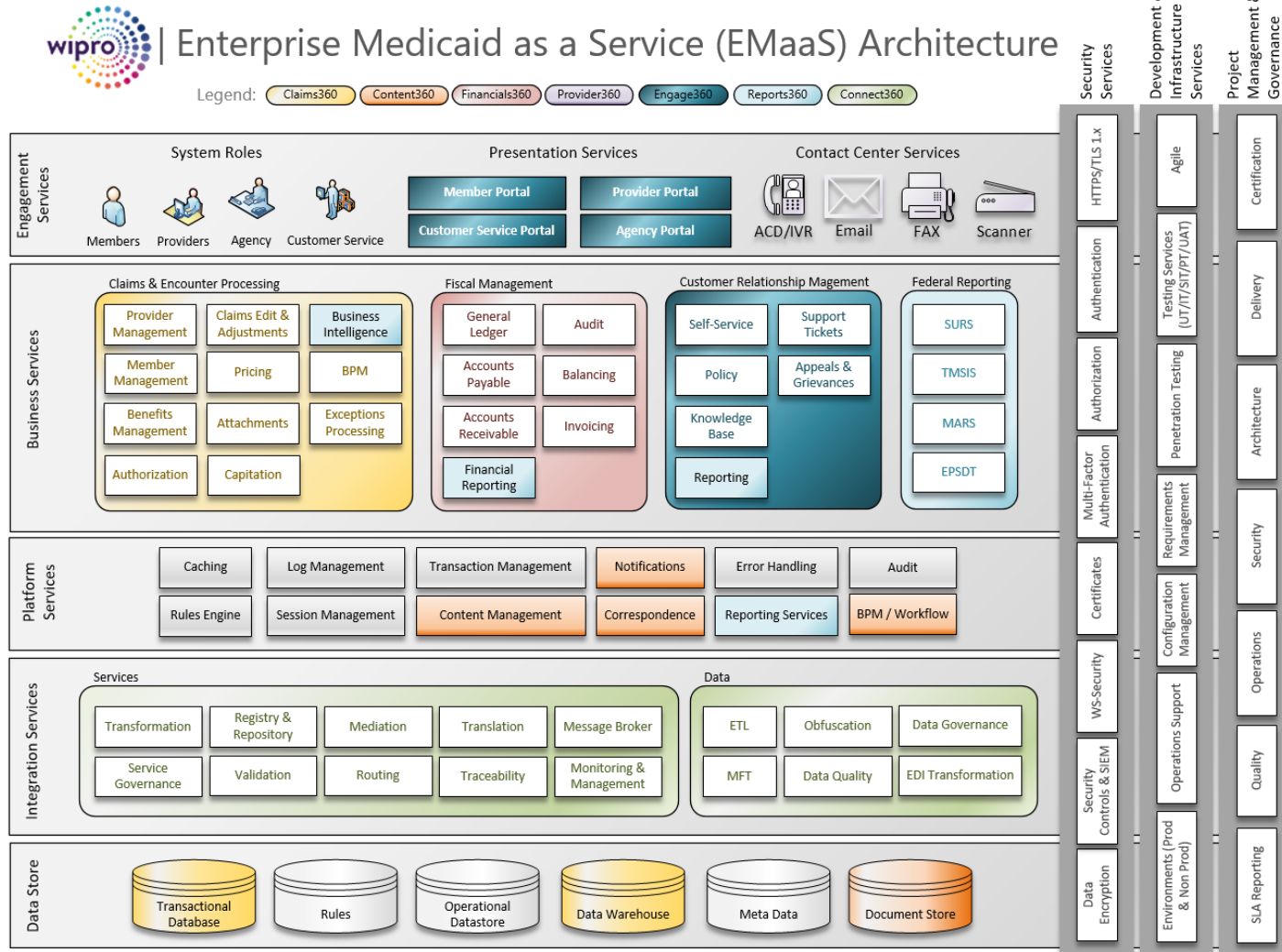


Figure 1-6: Wipro EMaaS Architecture

The following describes the layers and components of the Wipro EMaaS architectural solution:

- ✓ **Engagement Services** – This architectural layer includes separate portals to allow system access for members, providers, the agency, and customer service, as well as all Contact Center services.
- ✓ **Business Services** – This architectural layer includes the various business services required to implement business rules and process transactions for various business functions and policy changes such as:
 - Claims and Encounter Processing
 - Fiscal Management
 - Customer Relationship Management
 - Federal Reporting
- ✓ **Platform Services** – This architectural layer includes various services to enable managing, auditing and controlling data in transit and process orchestration.
- ✓ **Integration Services** – This architectural layer includes various services for data governance, translation, and security.
- ✓ **Data Store** – This architectural layer includes various services to ensure storage of the data with the highest quality and integrity.
- ✓ **Security Services** – This architectural layer contains all components necessary for Data Encryption, Security Controls and Security Information and Event Management (SIEM), WS-Security, Certificates, Multi-factor Authentication, Authorization, Authentication and HTTPS/TLS 1.x.
- ✓ **Development and Infrastructure Services** – This architectural layer incorporates all Production and Non-production environments, Operational Support, Configuration Management, Requirements Management, Penetration Testing, Development Testing, and Agile components necessary to implement and maintain effective and efficient production and non-production infrastructure.
- ✓ **Project Management and Governance** – This Architectural layer contains the Service Level Agreement Reporting (SLA), Quality, Operations, Security, Architecture, Delivery and Certification components necessary to ensure proper Project Management and Governance.

WIPRO EMAAS BUSINESS PROCESS AND DATA FLOW

Wipro EMaaS is built on loosely-coupled architecture and seamlessly integrates with the State's Integration Platform, other systems, and partners. This interface is achieved through real-time web services, asynchronous messaging, EDI, batch files, and other protocols. The following diagram depicts the high-level business processes and data flows throughout the various components of the Wipro EMaaS solution.

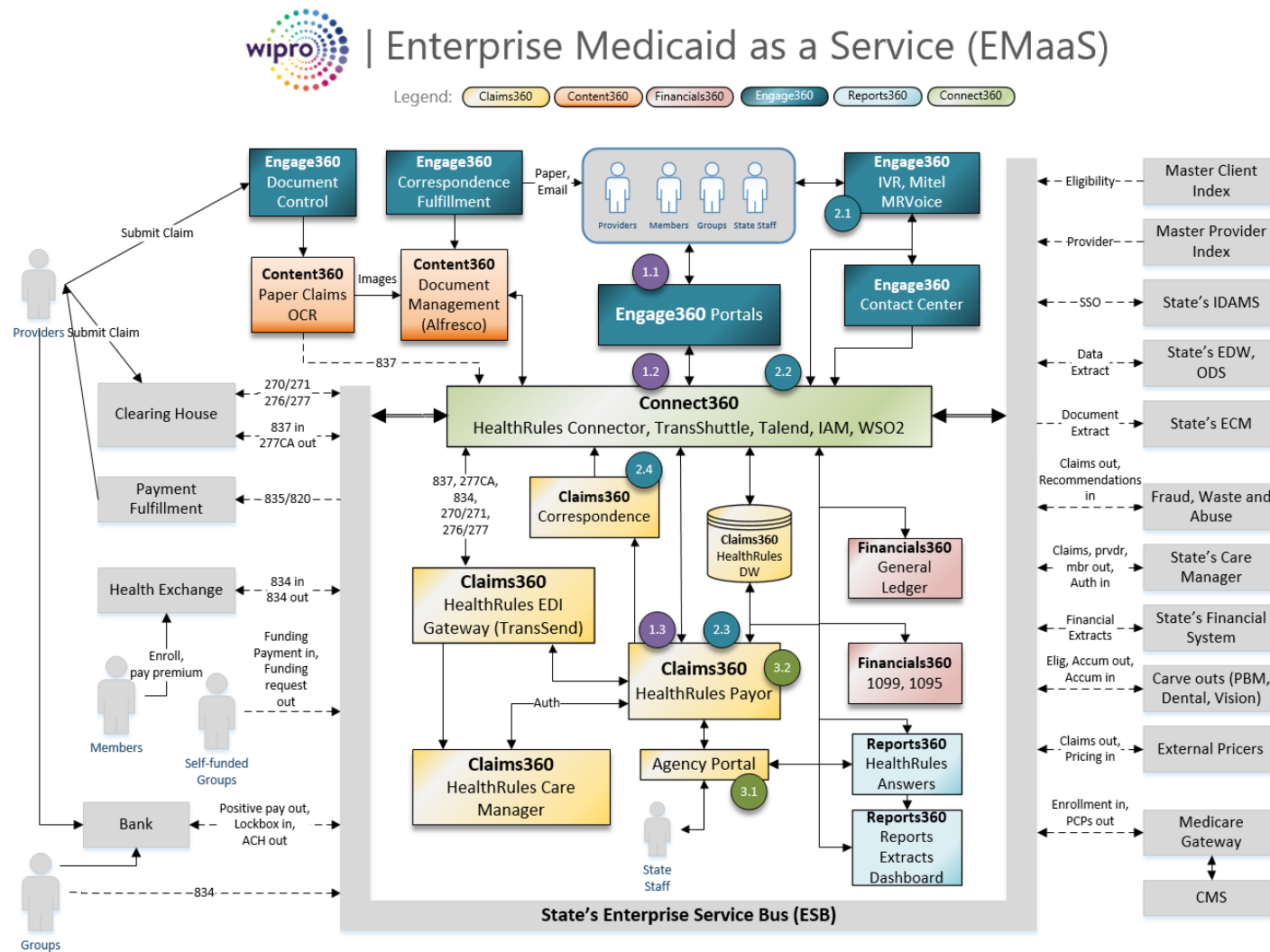


Figure 1-7: Wipro EMaaS Business Processes and Data Flow

These components work seamlessly to provide a cohesive user experience for Providers, Members, the State agency, Team Wipro, and other stakeholders. The following describes interactions of Wipro EMaaS with Providers, Members and the State agency:

PROVIDER EXPERIENCE – The Engage360 Provider Portal provides a one-stop self-service experience where providers can submit and check claim status, inquire about eligibility information, check payments, and view notifications and alerts. An example of claim submittal is depicted in the above diagram and explained below:

- 1.1. The provider submits a claim (or encounter) to Wipro EMaaS for processing after delivery of Medicaid services. Claims are submitted by Direct Data Entry (DDE) form or uploading EDI transaction file (837) using the Provider Portal within Engage360.
- 1.2. The claim data is passed to Connect360 where it is transformed into the internal layout.
- 1.3. Within Claims360, the claim is adjudicated for payment, denial or pended for additional information, further review, or authorization. Once processed, the outcome is available in the Engage360 Provider Portal.

Wipro EMaaS enables all provider interactions to be seamless and ensures a positive experience.

MEMBER EXPERIENCE – EMaaS provides members multiple avenues such as a Member Portal, an Interactive Voice Recognition System (IVRS), and Call Center Services. Members can request Medicaid ID cards, view notifications and alerts, check claim status, review Explanation of Benefits (EOB), inquire about eligibility information, make payments and interact with the State agency one-on-one via email/chat. An example of a member inquiry using the IVRS is depicted in the above diagram and explained below:

- 2.1. The member calls the IVR system to request a replacement Medicaid ID card.
- 2.2. Driven by IVR, the request is passed to Connect360 which further routes it to Claims360.
- 2.3. Claims360 verifies the member's benefit plan and passes the request to our Correspondence Management component.
- 2.4. Correspondence Management receives the request and works in conjunction with Correspondence Fulfillment services to print and mail the card.

Members use multiple Wipro EMaaS avenues for a personalized and rich user experience.

STATE AGENCY EXPERIENCE – The agency portal provides State users the various capabilities, which includes reviewing claim, member, provider, and benefit plan details. The State agency can also view preconfigured dashboards and create ad hoc reports. An example of the State agency user reviewing benefit plans is depicted above and explained below:

- 3.1. The State agency user logs-in to the agency portal.
- 3.2. The agency portal facilitates the user's access to Benefit Plan information from Claims360.

Wipro EMaaS enables the State agency users to enhance decision-making and increase Medicaid management efficiencies.

CONCLUSION

We believe our comprehensive solution, technical architecture and services strategy not only meets the RFP requirements, but establishes a benchmark for the future of Medicaid claims processing and management.

Wipro EMaaS is a hybrid multi-cloud environment that brings the best of breed technologies in a

robust, scalable, and always cutting-edge integrated SaaS solution. Our solution provides easily configurable components that are securely integrated using open standards, delivering unparalleled flexibility and agility to respond to evolving business needs and technology requirements.

Wipro EMaaS is the catalyst to success in the State's mission to modernize, automate and transform the Medicaid enterprise.