End-to-End ICD-10 Testing Services

A unique risk-based approach with best practices, business acumen, and cutting-edge tools

www.infosyspublicservices.com
Transition to ICD-10 is a colossal challenge for healthcare organizations. Its deep-seated impact across multiple systems and business processes can put organizations at significant risk – clinically, operationally and financially – unless validated through exhaustive testing.

ICD-10 transition is a business process transformation as well as a risk-mitigation focused program. Though the IT impacts of this transition are minimal, healthcare payers and providers face numerous changes in their business processes. The transition depends on both internal factors (unclear scope, significant supply chain impact, etc.) and external factors (vendors, clearing houses, aggregators, etc.). Business involvement is crucial, but paucity of quality resources, to help identify business and technical impacts, hampers planning and execution. Since this program impacts all aspects of the supply chain, the visibility of changes and requirements, and the evaluation of their impacts on each other are important to mitigate risks.

The traditional testing model with an IT-centric view would be inadequate to meet the above-mentioned challenges. A well-defined business-focused model complemented with the right tools, expertise, and industry insights is crucial for organizations to overcome the bottlenecks and ensure a risk-free compliance.

End-to-End ICD-10 Testing Services from Infosys

Our services are a unique risk-based approach with best practices, business acumen, and cutting-edge tools that help in early detection of implementation risks, and establish a well-planned, risk-based, coordinated testing framework to efficiently and effectively manage the new code set adoption.

Test Consulting Services
- Define framework to effectively measure the impacts, analyze outcomes (financial and clinical), capture testing requirements, and establish test execution models at three distinct levels – program, project and release
- Provide the right strategic direction and develop a program roadmap – from discovery to test closure
- Institutionalize best practices and help align business and IT with QA through a defined engagement model
- Adequately align the trading partners for testing to prevent compromising production environments and increased operational expenses
Core Testing Services

- Implement test data creation and management across the value chain through a risk-based approach that accelerates preparation and delivery of the test bed
- Define an optimized number of test scenarios that comprehensively covers every testing functionality, impacted business processes, modified systems, and expected transaction patterns across partners, vendors and networks
- Test environment and set up sandbox model office to help validate remediated processes and systems in a controlled manner before moving to production
- Define various testing types and techniques applicable across enterprise, such as:
  - Neutrality – Clinical, Financial and Operational
  - Crosswalk – Custom Map Validation
  - Interoperability and Integration – Inter- and Intra-Organizational Systems and Transactions
  - Performance and UAT – Remediated Systems
  - Regression across Multiple Test Beds
  - Accelerated Automation
- Strategize the test sequence for the impacted business and system flows
- Help establish a comprehensive, integrated master project plan with cross dependencies, critical paths, potential issues, risks, and a mitigation approach – including both internal and external factors of ICD-10

Testing Supportive Services

- Leverage the proprietary ICD-10 end-to-end testing tool suite from Infosys to deliver valuable testing assets that contribute to efficiently manage the business, neutrality, vendor and system testing from the perspective of cost, quality and time

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<th>ICD-10 Testing Tools from Infosys</th>
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| GenTUF and Accelera Test         | Test design and planning | • Risk-driven, model-based solution for test planning and design  
  • Accelerated functional and regression testing with pre-built functional test case libraries  
  • 40–50% reduction in test planning and test case design through automation |
| iTransform™ Payout Simulator and Analytics | Risk analysis and test scenario identification | • Facilitates risk-based testing with appropriate test scenarios  
  • Identifies clinical and financial test scenarios critical for neutrality testing |
| iTransform™ ICD-10 Transition Simulator | Test data generation and management | • Automation of test file generation with combination of ICD-10 codes and sufficient variability  
  • End-to-end testing with out-of-the-box support for business and boundary scenarios  
  • 30–40% reduction in effort and cost via reusability of test data (in 4010/5010, flat file, UB04 formats) |
| QA Dashboard | Test result reporting and analytics | • Automated periodic test status reporting (weekly, monthly and quarterly)  
  • Consolidated view of real-time metrics enabling tactical and strategic decision making in a testing organization |
Infosys Value Proposition

Incorporate best practices in testing and drive the engagement through a structured approach that includes planning, proven strategies, methods, and techniques.

- Capitalize on organizational synergies that enhance efficiency, expedite processes, reduce program cycle time, and increase ROI by optimizing cost.

- Leverage the right solutions to mitigate transition risks, and accelerate and optimize testing across all phases of the compliance, thus delivering high state of organizational readiness for ICD-10.

- Involve skilled consultants who bring the perfect blend of ICD-10 domain and testing proficiency.

- Leverage a technology-agnostic tool suite that spans across multiple platforms, and facilitate easy integration with the existing testing solution in the organization.

Case Studies

- National Health Plan – Formulation of an enterprise level test strategy and setting up of Quality Assurance program management office for ICD-10 testing, resulting in seamless and organized execution of the testing with significant cost, time, and effort optimization.

- Blue Shield Plan – Development of an End-to-End ICD-10 test strategy and planning with focused validation of benefit, clinical, revenue, operational and financial neutrality, helping the client to achieve a risk free compliance.

About Infosys Public Services

Infosys Public Services is a U.S. based subsidiary of Infosys (NASDAQ: INFY), a global business consulting & technology services company.

Infosys Public Services helps Healthcare & Public sector clients to transform, innovate and optimize their organizations to build tomorrow’s enterprise. We blend 30 years of commercial best practices with innovative industry solutions, best-of-breed partner content and proven execution to deliver measurable business value with predictability.

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