ENTERPRISE CONTENT AND BUSINESS PROCESS MANAGEMENT FOR HEALTHCARE PAYERS

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Macess

Macess is a platform of integrated solutions and services that blends business process management (BPM), content management, business activity monitoring (BAM), application and system integration, and information services in a multi-tier or portal environment, into a cohesive, unified architecture.

Healthcare reform is prompting insurers to take aggressive steps today to prepare for tomorrow's uncertainty. By deploying FIS' award winning solutions, insurers are able to streamline operations with a proven partner that knows Member Servicing, Care Management, Medical Loss Ratios and understands the broader industry.

Macess is a leading provider of Enterprise Content Management (ECM) and Business Process Management (BPM) technology. These solutions:

- Enable operational efficiency
- Improve productivity
- Increase agility
- Reduce costs
- Improve customer loyalty

FIS' Healthcare solutions enable payers to achieve the vision of integrated healthcare management. Our platform wraps around existing business systems to improve organizational agility, increase productivity and ensure regulatory compliance.

FIS' Healthcare solutions help streamline the processing of transactions. It ensures quality control and can eliminate the need for human data entry and processing.

Macess

Improve the way customers and employees interact with information and with each other. A content-driven business process management solution, Macess ensures that important data is secure and intuitively travels when and where it is needed. Once-complex processes are integrated, streamlined and automated, enabling your enterprise to meet its goals.

Documents become smarter and infinitely more useful within – and beyond – corporate borders. Macess enables organizations to:

- Capture vital information as it enters the workplace.
- Electronically distribute this information through user-defined workflows.
- View work in the context of your entire enterprise, no matter which enterprise applications you use.
- Build scalable, flexible and adaptable solutions across disparate platforms and over large data sets.
- Bridge gaps between departments, processes and systems… across your organization and throughout your marketplace.

Macess Achitecture

We have eliminated approximately 20 paper processes with Macess – as a result, tasks don't slip through the cracks, and it is much easier to maintain accountability. Because of this success, we have implemented Macess as a core system in all of our departments.

JOE MCINTIRE,
DIRECTOR OF INFORMATION SYSTEMS.
OSF HEALTHPLANS.

How Macess works

Macess is an enterprise solution combining content management, business process management (BPM), customer relationship management (CRM) and leading-edge integration resources into a single application suite used across the organization.

The Macess BPM framework allows for continuity and the embedding of process thinking in the organization. It also provides organizations in any environment a powerful way to drive efficiencies and return on investment by reducing costs and automating complex document-centric and extended business processes.

Operational platform – Macess creates an environment in which your existing enterprise systems and business processes are complemented, while preparing you for the enhancements and advancements that are natural for growing organizations.

Macess is a class of software granting the ability to manage human interaction and support, and monitor processes. Scalable across all departments and lines of business to anywhere in the world, Macess can support your business needs, no matter how large or geographically extended your organization might be.

Technical platform – Constructed on a real-time, Internet friendly architecture using Web services and message queuing technologies, Macess provides cost effective scalability and a rich end-user experience, whether the user connects via a corporate network, private intranet or the Internet. Because every decision impacts the bottom line, Microsoft® SQL Server is the relational engine upon which Macess is based.
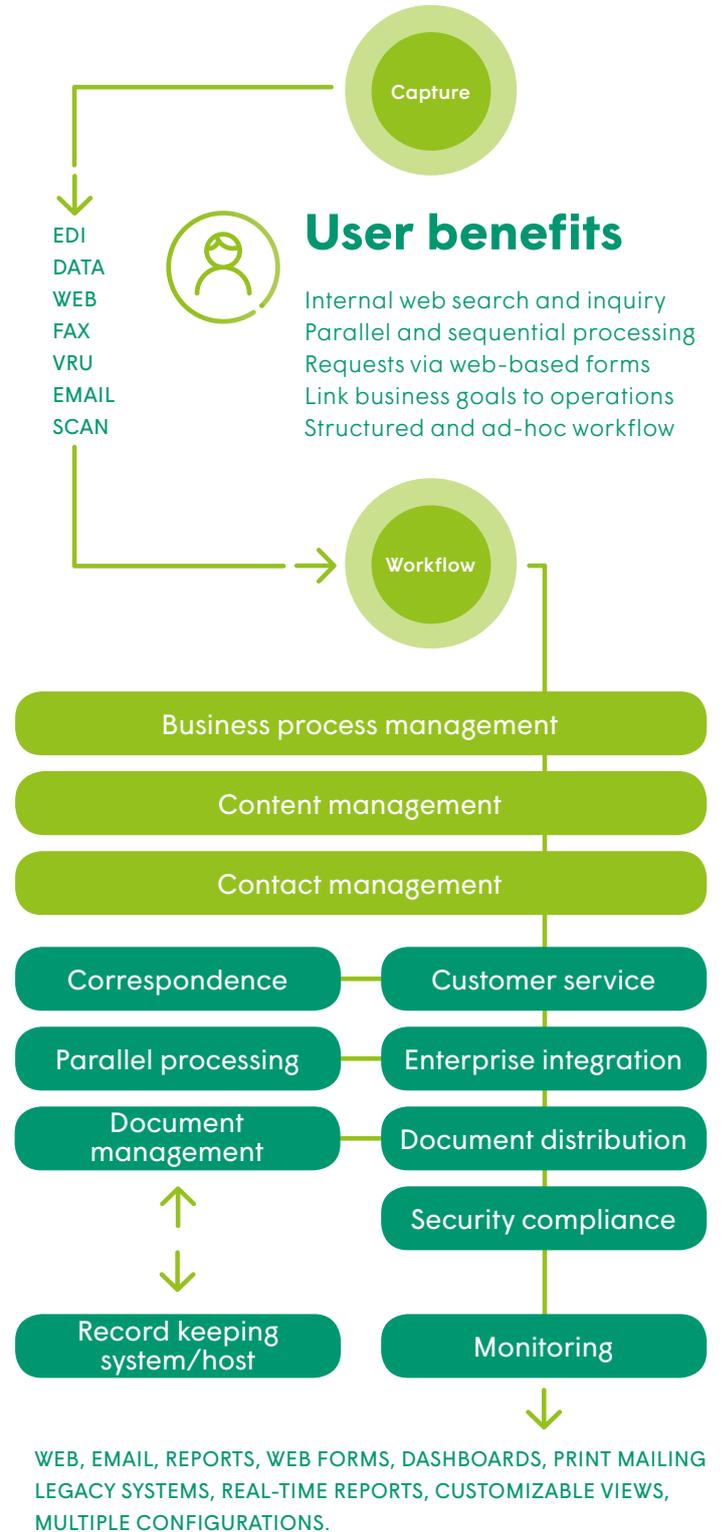
XML-based integration methods allow work items of any format and from any source to be introduced into the Macess workflow engine, enabling companies to design consistent business processes regardless of how work comes into the organization.

The Macess solution is delivered with a full database schema to all tables and fields, with organized electronic reference documentation. This enables data integration projects with EAI or data warehousing technology, custom reports or a wide variety of other uses where Macess data needs to be shared. The database schema is well normalized and uses intuitive names for tables and fields.

Business Process Management

BPM is the backbone of advanced enterprise content management systems. Macess Process Director is a BPM module granting organizations the ability to easily visualize, organize and automate complex business processes. Macess Process Director ensures processes are in strict compliance with business rules from determining which steps are required, in what order they should be performed and who can perform them, to providing tools for retrieving data and triggering actions in other applications. Macess Process Director manages each transfer of responsibility automatically and backs each with a complete audit trail.

Workflow engine – The Macess workflow engine enables your current and future business processing needs to be addressed within a single application rather than using a multitude of vendors. The Macess workflow engine enables administrators and analysts to define processes and activities, analyze and simulate them, and assign them to individuals. The workflow engine is tightly integrated with Microsoft® products, so individual work tasks can be managed with familiar programs.

Capture

EDI
DATA
WEB
FAX
VRU
EMAIL
SCAN

User benefits

Internal web search and inquiry
Parallel and sequential processing
Requests via web-based forms
Link business goals to operations
Structured and ad-hoc workflow

Workflow

Business process management

Content management

Contact management

Correspondence	Customer service
Parallel processing	Enterprise integration
Document management	Document distribution
	Security compliance
Record keeping system/host	Monitoring

WEB, EMAIL, REPORTS, WEB FORMS, DASHBOARDS, PRINT MAILING LEGACY SYSTEMS, REAL-TIME REPORTS, CUSTOMIZABLE VIEWS, MULTIPLE CONFIGURATIONS.

Customer benefits

Automatic document delivery
Self-service web forms External
web search and inquiry Customer
requests via web

Content Management

Enterprise content management

Increasingly, content management is concerned with administering distributed content repositories within an organization, as well as providing the ability to route documents to knowledge workers. An individual document may – at any point in its lifecycle – become part of a particular business process or procedure, requiring it to be referenced by individual users.

Content management within Macess allows for organizing and facilitating collaboration and other content. Through optimized content management, users can search for documents and electronic folders by keyword and description. With Macess, all incoming data – regardless of file format or entry point into your organization – can be stored in a centralized content management system that is tightly integrated with our robust workflow engine.

Document management – Macess transforms paper documents and manual processes into digital data and automated, streamlined processes required by large, complex enterprises. The ability to accurately store, cross reference and quickly retrieve any document or transaction improves customer service, competitive positioning and reduces costs.

Records management – Organizations need the ability to track and optimize productivity while allowing users to capture historical and real-time information. With built-in integration and retention capabilities, all business applications become part of a unified workflow solution.

Contact management – Macess recognizes the value of easily storing and instantly retrieving images and other data in support of the customer. Efficient work processes, easily adjusted to changes in the environment, are equally important to providing effective customer service. Automation is crucial, but users are essential; and making users accountable and efficient pays dividends.

Web forms – Automatically capture both customer and internal requests via web-based forms in order to track customer calls and create work items in Macess. Web-based forms reduce paper flow by eliminating printing, photocopying, scanning and manual routing of paper requests throughout the organization. Web forms allow you to create an interactive self-service community where customers can create, collaborate, manage and track issues.

Correspondence – The Macess correspondence tool is fully integrated within the workflow component. Using the tool is as simple as selecting a letter template and one or more of its associated pre-approved paragraphs. This tool can retrieve account information to be pulled into the correspondence. Letters can be reviewed and corrected by the processor or sent to Quality Control for review prior to distribution.

Monitoring system – Macess supplies a set of comprehensive reports to help manage your day-to-day productivity, quality, utilization and efficiency goals. Macess also enhances your ability to continually drive enterprise wide improvement initiatives, such as Six Sigma, Lean and performance management, by capturing all of the transaction information associated with your core processes within an easily accessible and open database.

Business activity monitoring – The Macess customizable web - based business activity monitoring system provides real-time and business process information in various graphical views and reports. Using the Macess Dashboard, managers and knowledge workers can monitor and manage critical business processes across the organization.

Document management

- **Increase efficiency**
  Version management Track document versions from creation to completion.

- **Simplify navigation**
  Search and Navigation Find information and its associated contexts instantaneously.

- **Reduce errors and inconsistencies**
  Visualize.
  Show information in virtual files, folders and overviews.

- **Increase speed**
  Integrate.
 Microsoft Word, Outlook/Exchange.

Contact management

- **Reduce errors**
  Validate information and reduce the keystrokes necessary to complete work items.

- **Quick and Easy access to key information**
  Transaction processing can be required prior to saving into the workflow.

- **Ensure consistency**
  Eliminate keying through business application integration.

Business process management

- **Visualize and Organize complex processes**
  Model work distribution based on business rules.

- **Quickly adapt to business and regulatory changes**
  Ability to check-out processes and content for modification and control.

- **Provides automated and interactive processes**
  Involve multiple systems in an automated process.

- **Group related documents and records**
  Associate documents and content to specific processes and activities.

- **Increase speed and efficiency**
  Integrate roles, resources and organizations with your processes for clear ownership.

Macess process director interface
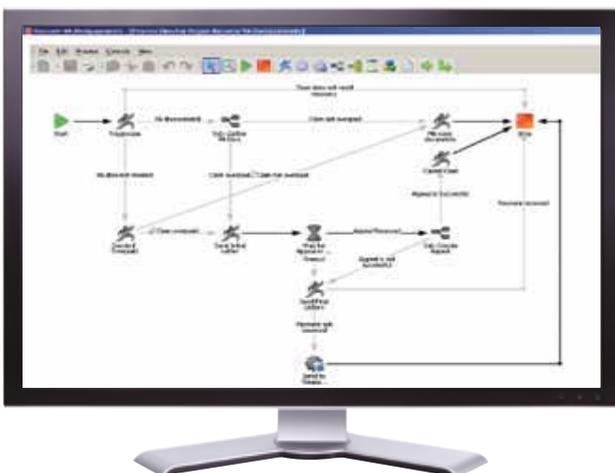
Macess Process Director provides consistency, fine-tuning, quality assurance and constant conceptual review leading to predictable releases and providing a value-driven solution that focuses on business needs.

BENEFITS:

- Realize workflow benefits throughout multiple departments
- Rapidly process parallel work items
- Involve multiple systems in an automated process
- Workflow any type of document, file or data
- Process a group of related documents as a case
- Quickly adapt to business or regulatory changes

Dashboard

Business activity monitoring

The Macess Dashboard is a business activity monitoring tool (BAM) that offers a consolidated view of your business in real-time. It utilizes a combination of web and database technologies that are complimentary and native to the Macess environment, giving you a clear visualization of your current business state right on your desktop. The Macess Dashboard tailors the growing trend for BAM to the Macess environment.

The Macess Dashboard leverages the visual presentation to allow for management-at-aglance over a wide range of business conditions. It allows managers to gather data and view, in seconds, what it used to take hours of manpower to analyze. Providing more accurate information on the status and results of various operations, the Macess Dashboard displays graphical views of an organization's processes and transactions so business decision makers can be informed, problem areas quickly addressed and organizations repositioned to take full advantage of emerging opportunities.

Every transaction in your system and every keystroke in your processes produce a data trail, and the Macess Dashboard can get that information to you immediately. The Macess Dashboard provides customizable bar graphs, pie charts, gauges and tachometers to monitor Service Form and Doc-Flo inventories in real-time.

While nothing can take the place of long-term trending and analysis, chances are your most urgent needs revolve around today's production inventories, resource availability and throughput levels. The Macess Dashboard is the tool for both the technical and non-technical professional to easily monitor the processing status of their areas, recognize performance variations and quickly change course to improve overall efficiency.

The Macess Dashboard is built on open technologies so you can extend your gauges beyond the base offerings. Developers experienced with web technologies such as ASP, XML and databases can reuse the basic gauges for a wide variety of custom needs.

Dashboard interface

The Macess Dashboard uses gauges, charts and other visual devices to depict inventories in databases or other data sources, which quickly alert you to the status of processes within your workflows.

THE DASHBOARD GAUGES:

- Customer Service monitors
- Customer issue closure rate
- Workflow monitors

BENEFITS:

- Quick and easy web-based access
- Immediate processing and status
- Visible operational status
- Monitor conformance
- Control effectiveness
- Optimize staffing
- Meet regulatory compliance

Process Director

Content management

Access to content filed in the Macess system is native to Macess Process Director, and can be introduced into workflows based upon user requests or as a routine part of a process.

Inherent to Macess Process Director are tools to define, test,deploy and improve core business processes, with the potential to quickly affect changes in roles and responsibilities associated with such processes. This may include analysis of the normal process structure and information flows, as well as actions taken in response to unusual events. A natural extension of Macess Process Director is the ability to control the flow of work and associated activities within the business process.

Transaction-based applications – Macess Process Director meets the increasing requirement to consolidate workflow capabilities and control business procedures. Transaction based applications often exhibit a robustness and support for the core properties of the transaction; however, they do not typically exhibit a separation between the business procedure logic and the invocation of various applications that may be required to support individual activities within the business process.

Macess Process Director can interact with traditional transaction applications at appropriate points in a process, or can invoke non-transactional systems at different points in the business process.

Macess significantly improved processes across multiple departments including Member and Provider Services, Enrollment, Claims Reconsideration and Third Party Liability Processing. The level of documentation maintained within the system has allowed us to eliminate large file rooms and redirect resources to other areas within our organization.

HAL AUGUSTINE,
CHIEF INFORMATION OFFICER HEALTH PARTNERS OF PHILADELPHIA, INC

Healthcare Payers

FIS' Insurance Solutions were named a Winner of Healthcare IT Summit 2010's Innovation Award for Best New Payer Technology. The award is the only one of its kind in the healthcare channel voted on solely by senior IT executives who directly influence technology buying decisions.

"The Innovation Award winners are selected by senior IT executives at each event, and honor the vendors with the most exceptional solutions." said Robert DeMarzo, senior vice president of Strategic Content at Everything Channel.

Partnering for success

Working as a team with both customers and other technology providers pays dividends. Customers obtain more elegant solutions truly tailored to their organization. Technology partners can leverage their particular expertise more effectively. FIS works with customers of all sizes, including some of the world's largest insurers, all of whom appreciate how technology can power their success. We are also proud to work closely with leading technology providers like Microsoft and HP.

Support services

Each of our customers is assigned a dedicated Technical Support Representative that understands the insurance market and your unique system configuration.

Management team

Each of our customers is assigned a dedicated Sales Executive who is responsible for managing their relationship with FIS. They are a resource that is always available to assist you with business related questions and provide a broad depth of FIS' technology and best practices across industries. Your Sales Executive is accountable for your satisfaction and is driven to ensure your success.

Implementation

We have a proven implementation strategy that is built on a staged delivery methodology and formalized implementation plan which has been successful in more than 250 implementations in the healthcare payer market.

About FIS' Healthcare Solutions

FIS has been helping healthcare payers succeed for more than twenty years. Our award-winning Macess and FormWorks solutions are trusted in a wide range of operational areas including claims, member/provider service, enrollment, appeals, authorizations, contracting, marketing, legal and many others. Healthcare payers also depend on FIS' Financials solutions for comprehensive accounting and reporting to meet ever-changing regulatory demands. Our healthcare payer clients cover the spectrum of size and specialty from managed care to indemnity, individual and group products, from fully funded to TPA financial models. With hundreds of healthcare implementations, FIS complements core platforms from other third-party vendors and enhances home-grown applications.

About FIS

FIS is a global leader in financial services technology, with a focus on retail and institutional banking, payments, asset and wealth management, risk and compliance, consulting and outsourcing solutions. Through the depth and breadth of our solutions portfolio, global capabilities and domain expertise, FIS serves more than 20,000 clients in over 130 countries. Headquartered in Jacksonville, Florida, FIS employs more than 55,000 people worldwide and holds leadership positions in payment processing, financial software and banking solutions. Providing software, services and outsourcing of the technology that empowers the financial world, FIS is a Fortune 500 company and is a member of Standard & Poor's 500® Index. For more information about FIS, visit **www.fisglobal.com**

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