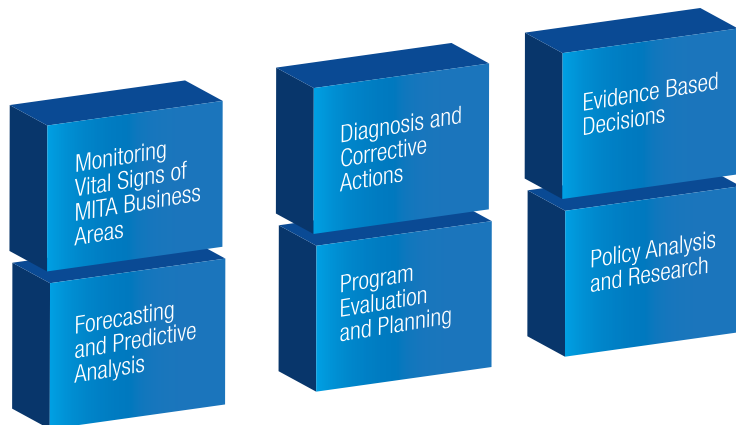




- Enables transparency enterprise wide business and IT operations management
- Facilitates a centralized enterprise service view
- Framework to define, measure, monitor, adapt and facilitate continuous process improvement
- Improve maturity of ITIL-based service management

A Business Driven Framework to Manage, Track and Improve Health Enterprise Service Assets

The eCAMS HealthBeat™ performance tool uses automation to extract, analyze, and report data from diverse business processes, and systems. This tool provides a robust interface to the MMIS and other systems for gathering and compiling data, allowing near real-time access to workload and system performance information. eCAMS HealthBeat™ enables an enterprise view on key metrics, service level agreements, and indicators to spot trends and correlate variables.



Operational Transparency and Real-Time Access

eCAMS HealthBeat™ provides a comprehensive business activity monitoring framework, along with the capability to facilitate continuous process improvement. As the system handles each business process, it collects process-related data in the data store. This data is then used to display the process dashboard and provide visibility to the process metrics and the health of the operation. The system uses workflow-based analytics to provide feedback on potential bottlenecks and business performance issues.

Highlights

Enterprise view based on federal standards (CMS MITA)

Enables mature ITIL processes

Works across all MMIS systems

eCAMS HealthBeat™ Transforms Medicaid Enterprises

Capabilities of HealthBeat include:

MITA Business Maturity improvements:

Monitoring key metrics of MITA business areas for achieving higher levels of MITA maturity.

Diagnostics & Corrective Actions:

While HealthBeat's dashboards provide the ability to deal with eventualities that may require attention from a planning perspective, its diagnostics tools provide business users with an exact account of possible causes that resulted in the variations. This will help business users take corrective action that will improve the long-term health of the operations unit.

Track, Predict & Prepare:

HealthBeat offers a full range of analytics options to users. These vary from basic charting of several critical variables to offering an ability to predict/ forecast the variables. The ability to predict and forecast the business metrics gives a crucial advantage in that Operations can be prepared to meet any eventual spikes or patterns that may require planning and allocation of resources.

Forecasting and Self-Healing:

HealthBeat has a built-in, state-of-the-art forecasting engine that allows the user to get a forecast for any of the numerous business metrics that it tracks. This is an empirical, time-series based forecasting approach that accounts for trend and seasonality with progressively diminishing importance for older data.

These forecasts can be set to trigger alerts, as well as specific actions that the system is authorized to perform. This enables the HealthBeat system to proactively suggest (or even take) decisions that fix problems even before they appear. For instance, if the forecasted volume of FFS claim suspensions for the next month crosses a threshold, the state can employ additional claims adjudicators before taking a hit on Prompt Pay Compliance performance. This means the system is "self-healing" in nature, fixing issues before they become critical.

Correlation and Action/Effect Quantification:

HealthBeat includes a sophisticated correlation calculator that helps in identifying and quantifying relationships between the tracked business metrics, even if

Why use eCAMS HealthBeat™?

Provides a comprehensive multi-dimensional view of an Enterprise

- Business operations
- IT System Infrastructure
- Issue and defect tracking

Supports SLA Compliance tracking

- With automated alerts
- Trending capabilities
- Drill down capabilities

there is a time lag in seeing the effects. The first component of it calculates the statistical correlation between all pairs of tracked metrics, and reports unusually high values based on a threshold setting. This enables the user to identify as-yet-unknown, or unexpected, relationships between any of the business metrics and gain insights for further action.

The second component looks for "Lagged Relationships". This means that certain actions or environmental changes have an effect on a tracked metric, but with a time lag before the impact is seen. Such effects tend to elude traditional correlation calculations, but show up in more advanced correlation analyzers. So, if the state infuses additional funding intended to bring more people under the aegis of managed care, but there is a time lag of several weeks before the increased cost leads to increased number of people under managed care, this relationship can be quantified and tracked under the advanced correlation calculator.



Real-time monitoring to Identify Trends and Improve Business Process

eCAMS HealthBeat™ enables the setup of a hierarchy of business objectives (goals) that can be linked with metrics to business events and services. This allows teams to monitor the health of business processes not only in the short term, but also over the long-term to track the historical trend. This approach allows teams to use real-life data in the business process configuration, and ensures continuous business process improvement across all business process areas.

Operational management staff regularly monitors data displayed through the dashboard and are able to proactively respond if performance indicators begin to decline. In this way, teams can implement corrective actions before a "red flag" situation occurs. In addition, e-mail alerts can be set up to notify appropriate stakeholders based on configured exception thresholds.