

LEADER IN THE HEALTHCARE INDUSTRY TAKES STRIDE TOWARDS FULFILLING MISSION TO PROVIDE INNOVATIVE TECHNOLOGY SOLUTIONS

Business Challenge

A recognized leader in healthcare and a division of a large health carrier in the U.S. has undertaken a technology modernization initiative designed to help them reach their goal of putting information into the hands of individual consumers and their physicians so they can make better decisions about healthy behavior and evidence-based care.

The organization's mission is to help people live healthier lives and help make the health system work better for everyone. They are fulfilling that mission through innovative technology solutions such as their recently launched on-line claims management service -- a new service that integrates payment capabilities with claims and benefits information, enabling plan participants to manage their health care claims and related expenses and pay their medical bills online.

In order to continue to offer and support innovative solutions that make the health care system easier to navigate for their members and clients, the organization must achieve a tighter integration of their member, plan, and claim data.

MCG Solution

MCG engaged with the client to deliver a custom-architected master data management solution populated with tightly-integrated member, plan, and claim data. The solution provides the highest quality data assets that are continuously governed and managed by the rules engine and workflows of a state-of-the-art master data management hub also implemented by MCG.

MCG began the engagement by providing a tailored data architecture, migration, integration, and transformation strategy for this leading health carrier. Aside from master data management and its extensible data model, an integral part of the architecture and overall strategy provided by MCG are the transformation processes and structures put in place to maintain cross-reference data between legacy systems and applications on the organization's new modernization platform. Other key components of the engagement were activities surrounding the standing up of the enterprise data store. MCG partnered with data governance teams to gather requirements for workflows and business rules put in place by MCG to manage and govern data assets flowing through the hub. Additionally, MCG architected and executed the plan to load the cleansed, transformed, integrated data into a master data management proof of concept.

MCG has helped this recognized leader in healthcare to achieve tightly integrated, well-governed member, plan, and claim data, moving them even closer to fulfilling their mission to use technology to make the healthcare system easier to navigate for their members and clients.

"MCG built our data management strategy and ran a master data management proof of concept. They did an excellent job. The application of their impressive expertise was outstanding. They had a solid methodological approach that was not constrained by orthodoxy and they were able to reach into our

organization and provide real leadership. Their business model of true data leaders for a finite time frame, considering strategy as step one in a journey to production business success and knowledge transfer was perfect for us, and for anyone. I highly recommend MCG when it comes to monetizing your corporate data. They are the experts at master data, analytical data and data strategy.”

Chief Architect