

# HEALTHSYSTEMS MODERNIZES BUSINESS PROCESS AND RULES MANAGEMENT WITH RED HAT



## SOFTWARE AND SERVICES

Red Hat® JBoss® BPM Suite

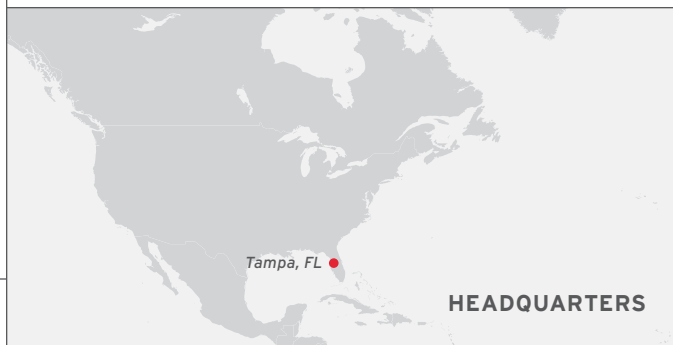
Red Hat Training

## PARTNER

Open Source Architect



Healthsystems, a leading provider of workers' compensation medical management solutions, needed to respond faster to changing regulations and customer needs. To increase agility and maintain service quality, the provider decided to implement a new business rules management system (BRMS) to separate business logic and code. With guidance from Open Source Architect, a Red Hat Premier Partner, Healthsystems deployed a business rules solution based on Red Hat JBoss BPM Suite. The new solution improved reliability, speed, and manageability of the provider's critical compliance reporting system and created new opportunities for future IT modernization.



HEALTHCARE

400+ EMPLOYEES

*"We like the low cost of ownership and high flexibility of Red Hat's solution ... Red Hat JBoss BPM Suite was easy to integrate with existing technologies. Other tools we evaluated weren't as customizable."*

SAM ALEXANDER  
ENTERPRISE ARCHITECT, HEALTHSYSTEMS

## BENEFITS

- Faster business processes, resulting in reduced time to market
- More efficient workflows
- Enhanced knowledge on the new system and relevant Red Hat technology



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## GREATER AGILITY FOR CRITICAL SERVICES

Healthsystems manages cost and implementation of pharmacy and other medical benefits for workers' compensation insurance payers and ensures injured workers receive appropriate care. Large insurance payers use Healthsystem's platform to delegate the rendering and payment of workers' compensation services. After services for an injured worker are completed and payment is made, insurance payers are required by law to report these service transactions to the appropriate governmental agency. Most of Healthsystems' customers rely on its compliance reporting services to fulfill this requirement.

However, the compliance reporting application is one of Healthsystems' most complicated, costly systems. Compliance reporting uses complex reporting file formats. In addition, missing or incorrect data must be fixed within short resolution periods, and requirements often differ from one state government to another. Ad-hoc audit requests or new state legislation add further complexity. As a result, maintaining and supporting the application as it scaled requires increasing time and resources.

"Our reporting solution was on a slower legacy platform. We needed a solution that would help us react more quickly to reporting requirements from the many different states, which change often. These new changes were taking longer to test, because it was getting harder to understand how the changes would affect our system," said Sam Alexander, enterprise architect at Healthsystems.

Healthsystems decided to update its compliance reporting application to make critical business processes and rules easier to access and change for its compliance analysts and operators.

"We had all those rules in code, so if a business analyst had to update a rule, they needed a developer to help. We need our business analysts to focus on the business, not the technology," said Alexander.

## AN OPEN SOURCE SOLUTION FOR BUSINESS PROCESS MANAGEMENT

To find a solution, Healthsystems engaged Open Source Architect, a Red Hat Premier Partner, based on their reputation for open source and business process management (BPM) technology experience and expertise. Healthsystems evaluated a variety of BPM solutions and ran several proofs of concepts before determining that an open source approach would best meet its requirements. The provider decided to implement Red Hat JBoss BPM Suite to upgrade its reporting and margins systems, with help from Open Source Architect's professional services team.

"We like the low cost of ownership and flexibility of Red Hat's solution, which we didn't see from other vendors. Red Hat JBoss BPM Suite was easy to integrate with existing technologies. Other tools we evaluated weren't as customizable," said Alexander.



Healthsystems now uses Red Hat JBoss BPM Suite to manage state reporting workflows at the code level. Rules can be applied based on the source code, and individual rules can be changed without affecting other rules. The solution can also separate rules for states, insurance payers, and insurance clients, eliminating the need to maintain source data mapping. Healthsystems also used Red Hat JBoss BPM Suite to build a decision table for its margins system, letting its business operational analyst make test margin changes on service pricing.

To help its staff understand the technology related to Red Hat JBoss BPM Suite, such as Drools, Healthsystems engaged on-site training from Open Source Architect and classroom instruction from Red Hat Training, tailored for its business analysts, operations teams, and developers.

### **UPDATED SYSTEM IMPROVES PERFORMANCE AND KNOWLEDGE FASTER PROCESSES**

The new solution reduced the time needed for business processes, from system planning and design to mapping complex requirements into workflows and business rules. Updates to reporting rules now take under a week, and updates to the margins system take just an hour. As a result, the time needed to implement rules changes—usually enhancements due to legislation changes—was decreased from weeks to days.

“We just go to the decision table, add the new customer and attributes, and we’re done. The customer pricing rules are applied. Testing is self-contained and easy,” said Alexander. Healthsystems can now add new customers or gain new business from current customers more quickly.

In addition, batch processing for reports has been significantly expedited, running in just 10 minutes. “Performance has significantly improved with the new rules engine. Our margins calculator went from hours to minutes to complete a single batch run,” said Alexander.

### **MORE EFFICIENT WORKFLOWS**

Previously, Healthsystems analysts needed assistance from a database administrator to make updates in the back-end system. With Red Hat JBoss BPM Suite, business analysts can use a web-based decision table to input information. By applying attributes to specific customers, analysts can easily monitor business through a spreadsheet interface, without assistance from a developer. The new decision table ensures that the correct rules are applied, while a workflow component applies the correct pricing. This simplified process helps analysts make better, faster decisions and write more effective requirements.

### **ENHANCED KNOWLEDGE**

The training from Red Hat and Open Source Architect has helped Healthsystems’ teams successfully implement Red Hat JBoss BPM Suite. By gaining new skills and improved knowledge, the provider’s IT staff are better equipped to succeed in their roles and can effectively incorporate future rules and related systems.



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CUSTOMER CASE STUDY Healthsystems modernizes business process and rules management with Red Hat

## A HEALTHIER BUSINESS OUTLOOK

With Red Hat JBoss BPM Suite, Healthsystems can now react more quickly to evolving state reporting regulations for workers' compensation, as well as customer price margin changes, resulting in higher customer and employee satisfaction.

"The systems function well, and that leads to higher morale," said Alexander. "Our people love to be engaged with modern technology—especially technology that works."

Healthsystems is continuing to work with Open Source Architect to implement the new business rules and workflow solutions throughout the company. Inspired by its success with using Red Hat JBoss BPM Suite for reporting and margins, Healthsystems plans to continue its modernization efforts, with Red Hat technology playing a central role.

## ABOUT HEALTHSYSTEMS

Healthsystems manages the cost and utilization of pharmacy and ancillary medical benefits for workers' compensation insurance payers and ensures that injured worker patients receive the most appropriate care and treatment. Solutions include pharmacy benefit management, clinical review services, and ancillary benefits management.

## ABOUT OPEN SOURCE ARCHITECT

Open Source Architect delivers business solutions for some of the world's leading companies and organizations in every market sector. From mission critical integration solutions to e-commerce applications, Open Source Architect delivers the maximum benefits for our customers through a portfolio of award winning products, professional services, and training.

## ABOUT RED HAT



Red Hat is the world's leading provider of open source software solutions, using a community-powered approach to provide reliable and high-performing cloud, Linux, middleware, storage, and virtualization technologies. Red Hat also offers award-winning support, training, and consulting services. As a connective hub in a global network of enterprises, partners, and open source communities, Red Hat helps create relevant, innovative technologies that liberate resources for growth and prepare customers for the future of IT.



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