

EXACT™ Business Process Automation

How do you quickly respond and adapt to continuous business changes such as new policies, laws, and regulations that require changes to, or the addition of, systems, services, tools, and operations? How do you address all of the manual processes inherent in any complex administrative environment? EXACT™ provides a solution that is readily adaptable to continuous business changes that impact systems, services, tools and operations. It orchestrates and automates business process events, rules, and activities to perform human-to-human, system-to-human, or system-to-system processing.

EXACT™ Automates and Extends Your Capabilities

EXACT™ is a comprehensive transaction and service delivery platform that automates business processes by leveraging data captured from existing and/or new system assets, and applying workflow and business rules that will facilitate a business decision (outcome) that typically is determined by a human today. This proven tool provides significant increases in process efficiency and reductions in costs by reducing repetitive manual tasks, re-work and expensive integration IT projects. Automation of business processes via EXACT™ also create re-usable components and rules to automate similar business decisions that are made throughout the organization.

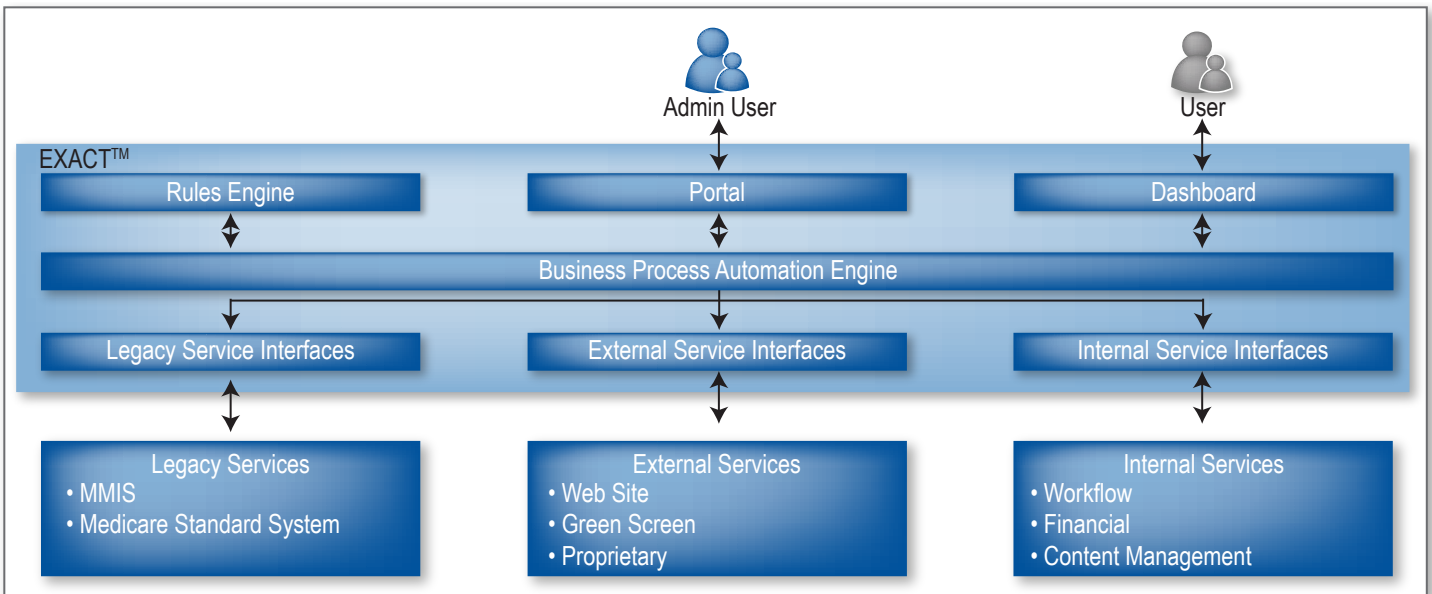
The EXACT™ framework consists of multiple services that facilitate the implementation of business automation. The collection of services is packaged, each with a standard, well-defined service interface. This design allows services to be added or removed without redesigning the architecture of the system or reprogramming legacy applications. A service can be built using new applications, legacy applications, commercial off-the-shelf (COTS) software, or a combination of all of these.

Developing Sustainable Solutions with Minimal Business Impact

Currently, health care organizations use a number of various systems, some of which are government owned and supplied and some of which are contractor owned. Unfortunately, those various systems, while effective in what they do, do not always interact with each other and therefore must be independently accessed to perform many business functions. As more advanced business services and systems become available, organizations need to continually analyze and change current assets in order to integrate them with new services.

EXACT™ is an enterprise class automation tool that supports integration of systems, automation of manual business processes, and accessing information from multiple sources on a scalable and extensible integration platform. The EXACT™ dynamic rules-engine model allows for complex, automated decision-making while its object-oriented architecture provides for the reuse of existing components. This results in processing efficiencies and lower administration costs. This tool is readily adaptable to quickly implement business changes, such as new policies, laws, and regulations that require changes to systems, services, tools and operations.

The use of EXACT™ to solve specific business problems enhances your ability to deliver excellent performance with minimal cost and development time since existing systems functionality is not impacted. This capability allows you to align your administration with newly emerging process and technological guidelines such as business process automation (BPA), automated workflow, collaborative approaches, and many others.



EXACT™ provides task automation and integration technology that allows you to automate manual tasks and manage workflow. EXACT™ allows users to configure business rules in the rules engine. These rules will:

- Replace the manual tasks and activities by using the business logic/rules engine and system connectors that exist within EXACT™
- Define step-by-step actions using data from disparate systems to make decisions
- Define and configure system interactions needed to support the business process
- Simulate the tasks that a person currently does, so long as the set of tasks entail clear steps, rules, decisions, and actions

Business process automation is achieved through use of reusable interfaces to key federal and state systems such as state-specific Medicaid and standard Medicare systems. EXACT™ provides a platform for integration of data and transactions across disparate and often closed systems as well serves to publish web-services and web-applications using its inherent SOA framework.

EXACT™ provides for interfaces to your existing internal business assets such as electronic document management and workflow automation systems or business tools such as databases or other business productivity tools. This allows you to access current assets outside of any legacy environment when defining business processes to be automated. Additionally, EXACT™ provides for interfaces to external systems. Systems managing eligibility, enrollment status, or information from external web sites can be integrated into an automated business process as defined in EXACT™.

Use Cases and Results

Noridian currently uses EXACT™ to automate a number of manual tasks and activities within business processes in our Medicaid and Medicare Operations. Metrics underscoring the benefits and efficiencies brought by one such use case follow:

- Automates 26 business decisions with reusable rules
- Accesses a standard legacy claims processing system (15 separate screens)
- Accesses our Electronic Document Management System to retrieve a form
- Accesses a standalone procedure code file to retrieve data
- Accesses the CMS Medicare beneficiary eligibility system (11 separate screens)
- Provides data captured from navigating these screens to the examiner to finish the remainder of the process

Automation of this one business process, that impacts 283,200 instances annually, has reduced the manual labor associated with these cases by nearly 87% saving 7,382 man-hours per year.

Noridian is a health care focused administrative services company, bringing innovative solutions that enable and improve business processes.

For more information about how Noridian can help you navigate the health care landscape, contact Rick Pell at Richard.Pell@noridian.com (701.212.3521), or Joe Crisp at Joe.Crisp@noridian.com (701.219.9052).

