

## EXACT™ Performance Dashboard

Do you have the information that you need to make critical business decisions readily available at your fingertips? The bottom-line success of your organization depends on acquiring, streamlining, and providing information to decision makers timely. Noridian's EXACT™ performance dashboard is the solution that gives you the ability to measure, monitor, and manage the key activities, services and processes needed to achieve your goals.

### Helping You Manage Multi-component Implementation Models

Assembling best-of-breed assets developed by best-in-class vendors can provide flexibility while bringing together components to address mandates such as ARRA/HITECH and health reform while increasing MITA maturity. However, managing a multi-component or multi-vendor implementation approach can be complex. States need a reliable mechanism to provide transparency into the performance of aspects of the Medicaid program, regardless of the number of components or vendors performing contract functions.

EXACT™ captures a wide range of business process, project status, and program and systems performance metrics from each component in one interface; access to these metrics limits the amount of risk and time necessary for a state to monitor a multi-component implementation. Systematically assembling metrics also mitigates the potential need to hire additional staff to manage the administration of the contract.

### The EXACT™ Dashboard—Transparency into Your Operation

The secure web-based portal of EXACT™ allows you to access the performance and contract management dashboard. EXACT™ aggregates metrics from various components, delivering the “right” information to the right decision makers through one interface. A variety of performance metrics, which provides ease of monitoring key business performance indicators, are available in the following areas:

- **Business Process Performance.** EXACT™ displays business unit performance metrics such as claims processing timeliness, percentage of suspended claims, number of provider inquiries received and status of response, call center performance, provider outreach and education performance, provider enrollment application processing status, and other key workload indicators.
- **Systems and Service Performance.** The EXACT™ SOA platform allows you to monitor the exchange of information and the transactions between systems, services and user interfaces. EXACT™ enables you to monitor Quality of Service by displaying timeliness of response between systems or services, performance of systems or components, and average time expended to run specific jobs or query certain types of data. This is an especially valuable tool in a multi-component or multi-vendor environment.
- **Program Performance.** EXACT™ interfaces with your DSS/DW and MMIS to display user-defined program measures such as number of dollars paid to ranges of high-cost cardiac procedures, number of screenings submitted for a new waiver population, and potential cost avoidance of dollars through early detection of TPL.
- **Project Performance.** EXACT™ displays a view into your project and portfolio management system providing the status of project progress to date, earned

value, timeliness, acceptance of deliverables, and other performance indicators. It allows for the monitoring of multiple projects in one view and the ability to drill down on a particular project.

In addition to providing the capability to view these performance metrics, specific performance thresholds can be configured in EXACT™. When threshold levels are reached automated alert messages can be sent to assure awareness and allow response before issues arise.

One element of systems and service performance captured and displayed through EXACT™ is the status of integration processes, including receipts and status as depicted in the screen print below.

exact (Administrator) | Log Out

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Home | Dashboard | Automation | **Integration** | Reports | Settings | Administration

Control Panel | You are here: Home >> Integration >> Control Panel

Metrics

### Integration Processes

Search criteria

Date: 08/11/2010 | Time: 12:00 AM | Process: All

Search | Reset

Process ID	Received	Running	Completed	Failed	Deferred	Expired	Last Modified
InquireMemberEligibility	38	0	32	6	0	0	08/11/2010 15.25.51 PM
PriorAuthorization	0	0	0	0	0	0	08/09/2010 09.17.38 AM

EXACT™ also provides ready access to key program metrics to support disease management and ease of monitoring status and types of claims payments.

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Project Performance | You are here: Home >> Dashboard >> Program Performance >> Program Metrics

Business Process Performance

Infrastructure Performance

Service Performance

Program Performance

Program Metrics

Mainframe Metrics

### Program Metrics

Disease Management

Diabetes Without Complications	4,329
Short-term Diabetes Complications	1,289
Long-term Diabetes Complications	3,040

Claims

Total Claims To-Be Paid	\$ 23,451,211.97
Claims Payment Timeliness - Average Days	6.2
Total Dollars Paid FYTD	\$432,465,721.19

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

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