

Progress Corticon Business Rules Management System for Health & Human Services Solutions: From Legacy to Leading Edge

OVERVIEW

Progress® Corticon® Business Rules Management System (BRMS) offers the flexibility and reliability that Health and Human Services (HHS) agencies require. Many state agencies have turned to Corticon as they grapple with major policy shifts, tight budgets and intractable legacy systems.

BREAK AWAY FROM LEGACY SYSTEMS WITH FLEXIBLE DEPLOYMENT OPTIONS

Some HHS agencies are still tied to aging, expensive and inflexible Common Business Oriented Language (COBOL) mainframe systems. It's risky and difficult to add new business rules to these systems, so when regulations change, agencies have been forced to create manual workarounds. And many have developed complex business processes which the legacy systems don't support.

Agencies can solve these problems with modern technology, but they cannot risk interrupting the operation of mission critical systems, and they're working within strict budget constraints. What they need is an incremental approach that realizes immediate benefits while ensuring compatibility with future technologies.

Corticon BRMS helps users answer the legacy challenge with flexible deployment options. Agencies can combine it with an enterprise service bus (ESB), which bridges mainframe systems. Or they can integrate it with business process management (BPM) platforms or service oriented architectures (SOAs). Corticon can also easily retrieve data from existing relational databases.

In addition, Corticon externalizes the rules so users can update, validate and test business logic independent of other solution components. Non-technical domain experts can manage the rules without having to rely on IT to hard-code them. And business units can share rulesets to lower maintenance costs and ensure consistent policy compliance across the agency.

SERVE CITIZENS BETTER WITH FAST RULE DEVELOPMENT

HHS agencies exist to serve their members and citizens; they have a responsibility to respond as quickly and consistently as possible, especially for vulnerable populations. But with older technology, they can get bogged down under high case volumes and manual processes. Some have a hard time ensuring consistency because there's little reporting available. Regulatory turmoil can overwhelm the people and the system.

Corticon makes enrollment and eligibility processing more efficient and helps users ensure business rules are complete and unambiguous. Because subject matter experts (SMEs) can write and change business rules independently of IT, it's easy to react quickly to new regulations. With the detailed reporting capability, users can review historical outcomes to ensure consistency over time.

EASILY AUDIT DECISION RESULTS WITH COMPLETE TRACEABILITY

Operating within state and federal guidelines, HHS agencies must be ready for audits from the Centers for Medicaid and Medicare Services (CMS), and from state oversight committees. Agencies must defend citizen appeals as well. If they have little reporting available from older technologies and manual processes, these audits can drain time and energy out of the organization.

Corticon BRMS provides complete logging and reporting for every decision it executes. Users can easily identify all the input data, logical rules and output associated with a single case or several cases over time. Users can also test new rules against historical data to ensure that changes do not cause unanticipated results.

FIGHT FRAUD WITH EXTENSIVE REPORTING

HHS agencies must act quickly to reduce improper payments and stay ahead of fraudsters. But with legacy systems and manual processes, it can be difficult to collect and assess data to find overpayments and fraudulent trends.

Corticon BRMS logs each business decision so users can quickly review any suspect results or trouble-shoot fraud cases. With detailed reporting, users can analyze transactions over time. And if the agency needs to add new business rules to combat fraud, users can test the rules with historical data to ensure the best results.

TAKE ADVANTAGE OF A PROVEN SOLUTION

Almost half of the U.S. states rely on Corticon BRMS to deliver unmatched rules performance, including Connecticut, Pennsylvania, Michigan, Tennessee and California.

These states are using Corticon as part of their solutions to automate:

- Eligibility screening
- Benefits claims
- Benefits simulations
- Overpayments/benefit recovery
- Retirement benefits
- Subsidy calculations

A Corticon Business Rules Solution includes:

Corticon Business Rules Modeling Studio: a stand-alone desktop environment to model, analyze, test and package business rules. Business analysts with no coding experience can use Corticon Studio to build rules and retain ownership over business logic.

Corticon Business Rules Server: a high-performance execution engine that processes rules from Corticon Studio. It includes Enterprise Data Connector (EDC), a powerful extension that allows Corticon Server to dynamically retrieve data from a relational database when it's executing a decision service.

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