

BUSINESS RULES POWERED HEALTH & HUMAN SERVICES SOLUTIONS

Streamline Enrollment & Program Eligibility Processing

State Health & Human Services agencies are looking for ways to replace legacy systems and reengineer and automate current legacy and paper-based Enrollment and Eligibility management systems. They are doing this in order to support the mission of guiding citizens and providers to what they need, when they need it. Thus, these agencies are finding that merging business processes and business rules offers an agile approach to supporting these goals.

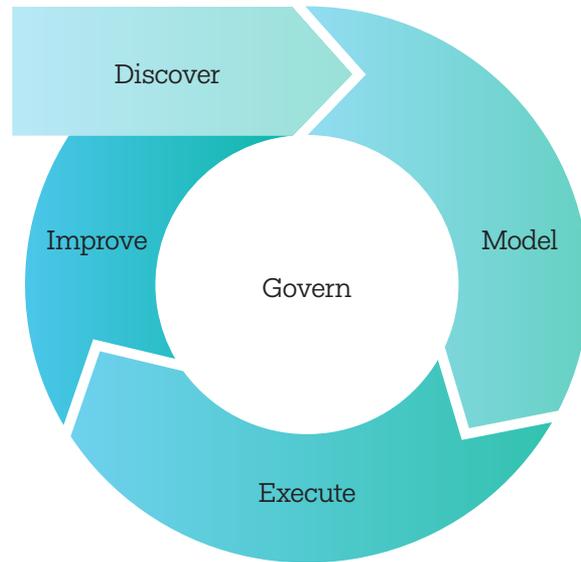
Enrollment and Eligibility management processing for Health and Human Services programs often requires making missioncritical decisions thousands of times a day. Such decisions include:

- What are the eligible benefits for a citizen?
- What are the potential benefits based upon a given case?
- What is the final eligibility determination & benefit calculation?
- What potential fraud risk exists with a referral?
- What overpayments have been made?

So where do the rules associated with these decisions come from? They can be found in policy manuals, hard coded within legacy enterprise systems, or found within custom applications.

Often they exist as best practices in people's heads. These business rules have a significant impact on Enrollment and Eligibility processing operations. However, collecting policies, practices, constraints, computations and reasoning capabilities, and then applying them consistently across internal and external business communications channels, remains a tremendous challenge.

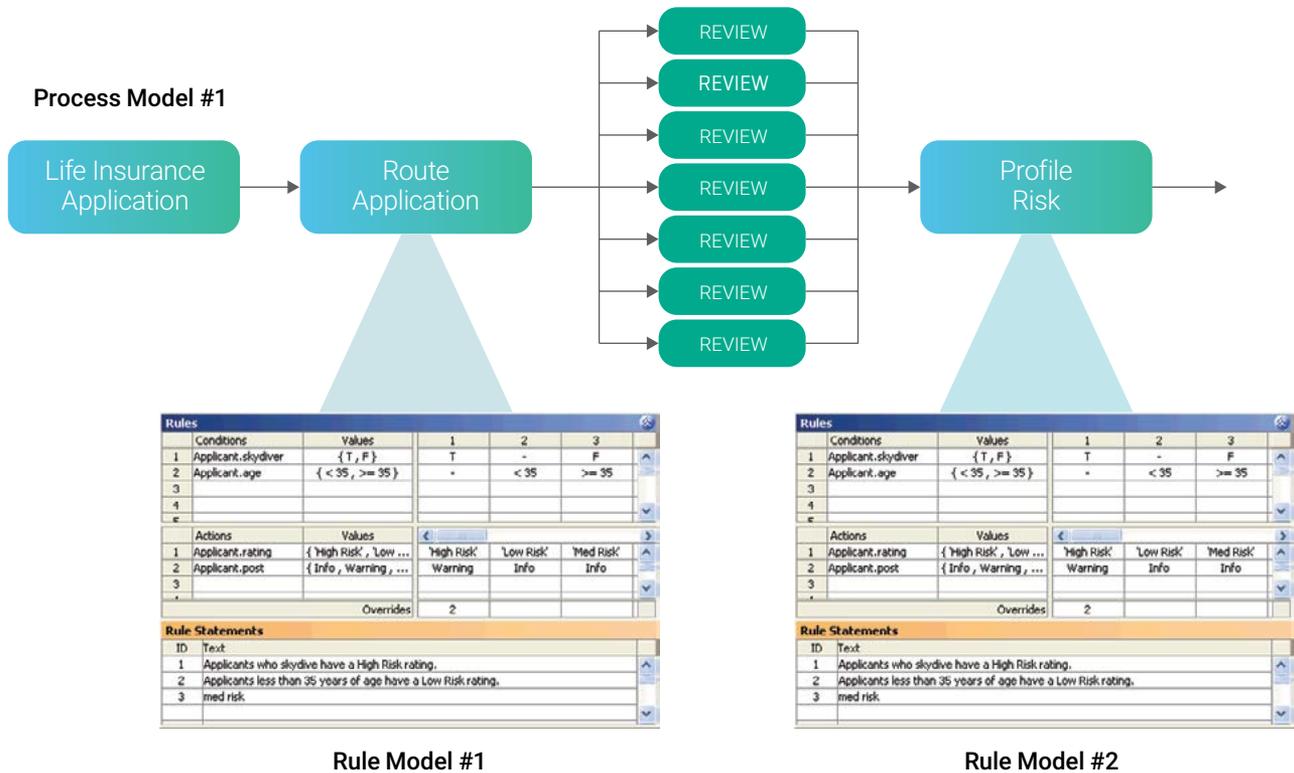
As a core component of Enrollment and Eligibility management, many process activities involve individuals making decisions about how to route work. Simple decisions can be easy to manage. However, business managers may be uncomfortable making subjective decisions, or may struggle to represent decision-making logic in a process diagram. Moreover, decisions that are more task-oriented, such as an assessment of applicants' eligibility level for benefits, can't effectively be conveyed with a process diagram. Typically this type of decision is managed behind the process diagram, as script, as code, or within a separate application. Often individuals make these types of decisions outside of any application- making key decision points within a process nearly impossible to audit or optimize.



Business rules management systems (BRMS) are designed to solve exactly this problem and can be integrated into existing infrastructures. Rules and process are logically separated so that they can be managed independently. Rules—defined as the business logic governing decisions—are represented in the form of “rule models.” A business process step will pass the information it knows to the rule model, and get a decision in response. Decision points associated with tasks can also be described within an externalized, automated rule model. Externalizing rules from the process in this automated way offers significant benefits including:

- Reduced operational costs through less reliance on manual processes
- Reduced operational risk through optimized, standardized, and highly repeatable decisions
- Agility through the ability to modify and enhance policy without impacting the process.

Externalizing Business Rules as a Rule Models

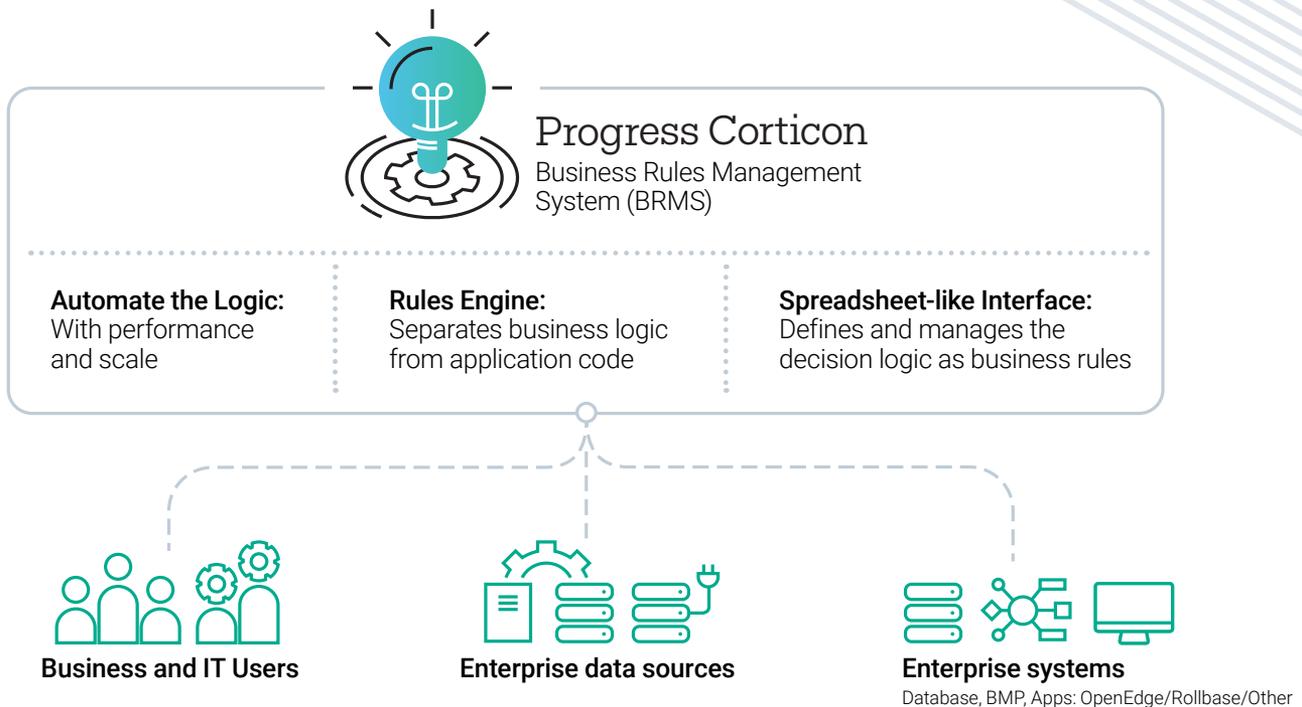


There are several options for developing business rules:

Custom Programming: In this case, developers document the requirements from the business experts and code the rules directly into the process or application. This results in business rules specific to immediate needs, though the development is complex and time consuming. As the rules multiply and increase in sophistication, it is also cumbersome to test and correct logical errors. Worse still, the rule logic is effectively cemented into the program and cannot be re-used by other applications or processes without duplication.

Built directly into the Application: Many transfer solutions include rules as an integral part of the software design. In this case, the business logic is optimized for the workflow in that particular product. But what if you want the ability to extend the business logic, or modify existing rules? These applications aren't built with that kind of agility in mind.

Business Rules Management Systems: A BRMS helps automate enterprise decisions and manage the frequently changing rules that drive them. The rules are developed independent of processes and applications, and are managed as distinct assets. Some business rule systems are designed for developers to create the rules in programming languages. Model-based rule systems take the technology to a new level, enabling the people with the knowledge of business policy to create, analyze, and test sophisticated rules in a business friendly environment. Modeldriven BRMS allows rules to be developed without the need for programming.



Enhancing Enrollment & Eligibility Processing with Business Rules

By using a rules-based approach to support automated workflow, decision support, and process tailoring to evolving requirements, Corticon's Business Rules Management System significantly enhances an Enrollment and Eligibility processing system that typically includes all of the functions and activities associated with the process of Enrollment and Eligibility management. These include:

- **Online Screening.** Business rules are used to determine eligibility or ineligibility for one or more programs.
- **Applying for Benefits.** Business rules are used to determine & validate the data needed to determine eligibility for a given program in real-time.
- **Benefit Simulation.** Business rules are used to calculate "what-if" benefit amounts based upon selected programs.
- **Eligibility Determination & Benefit Calculation.** Business rules are used to determine the proper eligibility & benefit calculation.
- **Overpayments/Benefit Recovery.** Business rules are used to automatically determine overpayments based upon additional case detail.

Enrollment & Eligibility Processing and Business Rules

A typical Enrollment and Eligibility processing solution would include a core existing system or a transfer solution from another state. Corticon merges the capabilities of our powerful model-driven BRMS with these solutions resulting in a rules-empowered process management that more readily supports the dynamics of that processing system. Corticon's direct integration provides the ability to automate decisions and drive optimization across the Enrollment and Eligibility process.

Components of the Corticon solution include:

Business Rules Modeling Studio—a stand-alone desktop environment to model, analyze, test, and package business rules

Business Rules Server—a high performance execution engine that processes rules from the Modeling Studio

Enterprise Data Connector—Connecting business rules to enterprise data stored within relational databases and other sources

Increasing The Value of The Enrollment & Eligibility Processing System

When the goals of Enrollment and Eligibility processing initiatives also include support for complex decisions, agencies thus have good reason to consider the complementary value of Business Rules Management. Corticon provides a fully integrated solution, which brings together best-of-breed process and rules technology for world class Enrollment and Eligibility processing systems.

Progress Corticon Business Rules Management System

Progress Corticon is considered a leading Business Rules Management System (BRMS) vendor by industry analysts and thought leaders like Forrester and Gartner. Corticon's products are in use today by over 500 customers including in health & human services solutions across the United States.

About Progress

Progress (NASDAQ: PRGS) is a global leader in application development, empowering the digital transformation organizations need to create and sustain engaging user experiences in today's evolving marketplace. With offerings spanning web, mobile and data for on-premises and cloud environments, Progress powers startups and industry titans worldwide, promoting success one customer at a time. Learn about Progress at www.progress.com or 1-781-280-4000.

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