Building a Modular Approach to Your Medicaid Offering

August 16, 2017

WEX Health

Today’s Presenters

- Andrew Laing

  Enterprise Business Architect, Agency of Human Services, Vermont

- Christopher Breining

  Vice President of Vertical Sales, Billing and Public Sector, WEX Health

- Steven Cudly

  Partner Account Executive, WEX Health

Session Agenda

- Introduction and overview – Chris Breining
- State of Vermont's business opportunity – Andrew Laing
- State of Vermont and WEX Health collaboration – Steve Cudly
- Questions and next steps

WEX Health Cloud, a cloud-based healthcare financial management platform that drives efficiency for benefit administration technology, consumer engagement, and advanced billing and payments.



24 million

Consumers on the

WEX Health Cloud platform

HSA • FSA • HRA • VEBA • Dependent Care • Commuter

Advanced Billing • COBRA • Defined Contribution • Incenti
Programs

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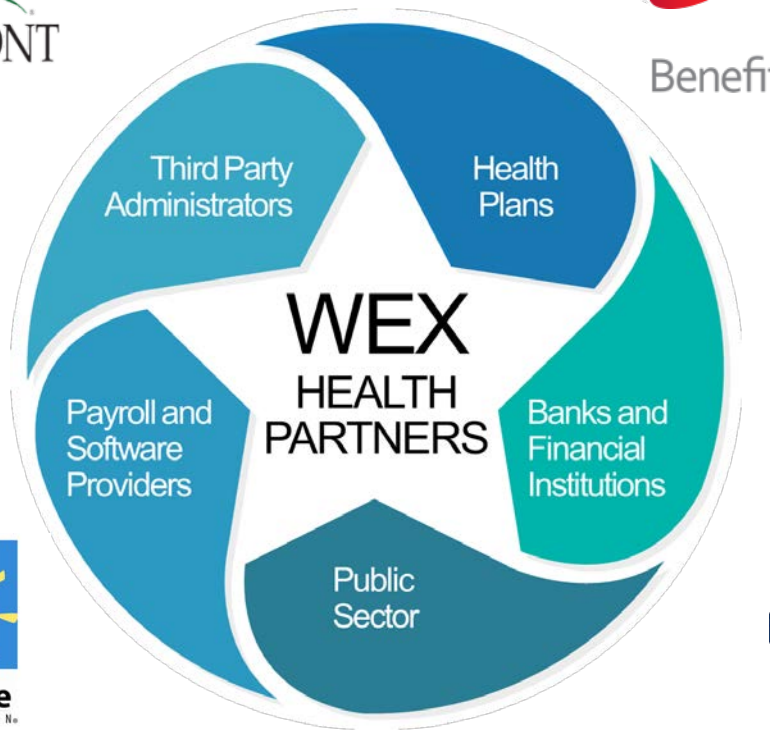

PAYCHEX
Alerus
Associated Bank
GoHealth
HealthSCOPE BENEFITS
Healthy People
Healthy Business
Healthy Futures
INFINISOURCE
GetInsured
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Horizon Blue Cross Blue Shield of New Jersey
OPTUM
Bank of America
South Carolina
BeneSys
Array Health
Armada ADMINISTRATORS
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intuit
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Lifetime BENEFIT SOLUTIONS
MAYO CLINIC HEALTH SYSTEM
HealthPartners
Peoples BANK Working Together. Building Success.
Allegiance a Cigna Company
TRIZETTO Powering Integrated Healthcare Management
Sentinel Benefits & FINANCIAL GROUP
24HOUR FLEX A Division of RPS Plan Administrators
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Partnership Spotlight

VERMONT

VERMONT HEALTH CONNECT
Find the plan that's right for you.

Financial Management // Premium Processing Partner to Department of Vermont Health Access since January 2013 supporting on average ~80,000 Vermont families per month

- Dr. Dynasaur (MCHIP) premium billing
- Vermont Health Connect individual marketplace QHP & Dental consolidated premium billing
- Vermont Premium Assistance (state subsidy) monthly list bill to state and remit to issuers with subscriber QHP premiums
- Vermont Cost Sharing Reduction monthly list bill to state and remit to directly issuers

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VERMONT

Realizing the Benefits of a Modular Enterprise Vendor-State Relationship

Andrew Laing
Agency of Human Services
Business Systems Engineering

wex Health

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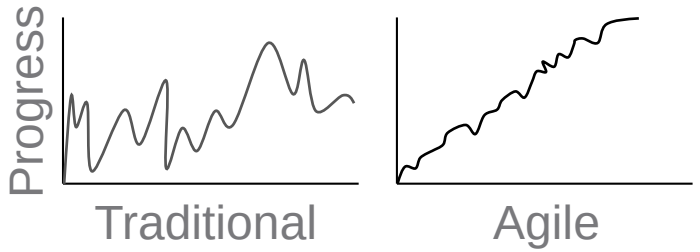
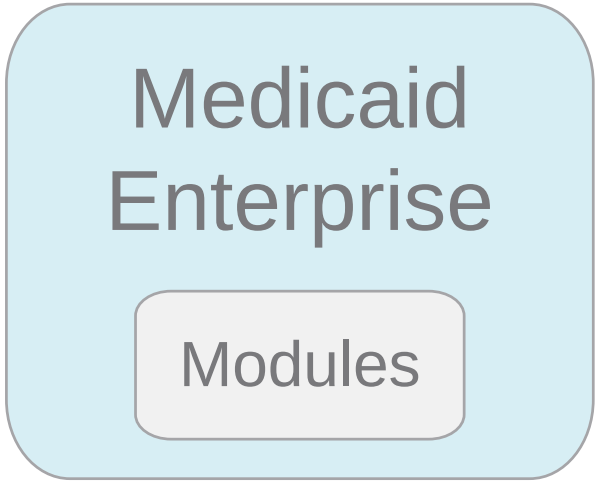
General recipe to make progress

- Find out where you are
- Take a ***small* step** towards a your goal
- Adjust understanding/thinking
- Repeat
  - Avoid one-way streets

Modular Enterprise Systems





- Small steps better manage risks
  - Lower costs over the long-term
- Small steps encourage competitive innovation
  - Accountability and performance
- Enterprise functionality as “Modules”
  - Reference architecture and standards
- Module development as series of small steps
  - Agile Project Management

Vermont's Modular Approach

- Guided by Principles
- Incremental functional delivery
- Reuse of common components
- Learning Systems
- Technology and implementation agnostic design

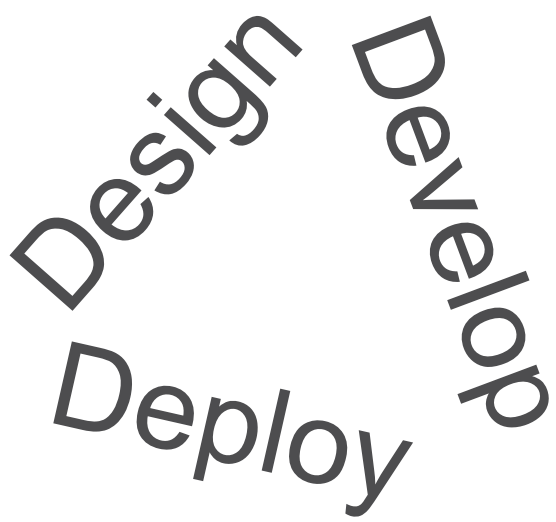
Guided by Principles

Lean Thinking

- Value
- Flow
- Pull
- Perfection

Systems Thinking

- Holism
- Fractal
- Synergy
- Learn



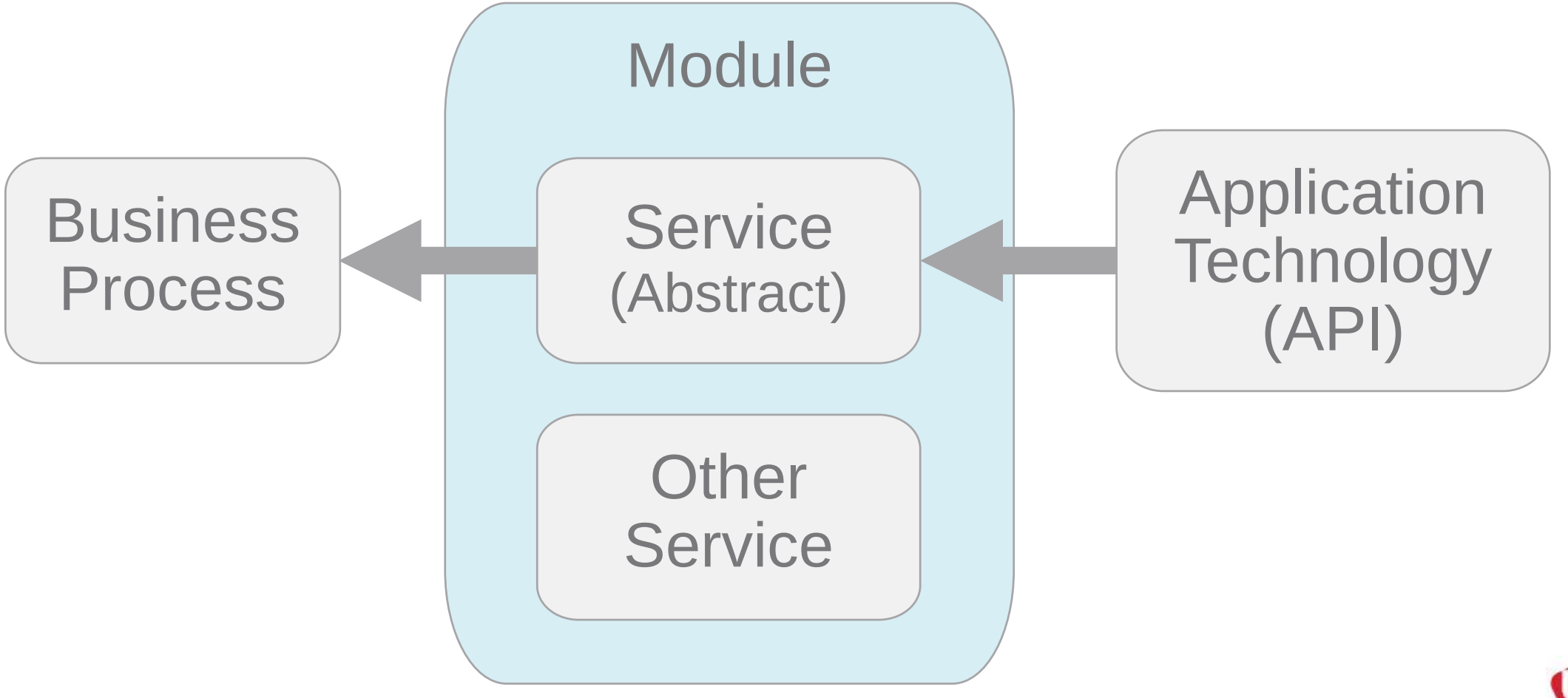
Micro-Service

- Encapsulate
- Domain Driven
- Decentralize
- Failure Isolation
- Continuous Delivery

DevOps

- Client Focus
- Monitor Everything
- Learn
- Collaborate
- Continuous Delivery

Procure to Module



Vermont's Partnership with WEX Health

- VT partnered with WEX Health test its approach
- WEX Health expertise with Agile development
- Application Programming Interfaces (APIs)

- Realizing multi-program premium processing capability

Partnership with WEX Health

WEX Health worked with the State to address specific policies:	WEX Health created pillars of like work supporting specific needs
	Creating options, scope choices, and flexibility
	This work led to defined milestones for delivery: Initial coverage months Grace periods Notifications Refunds User Experience

The benefit of our parternship

The structure of the response allowed the State to drill into each option at an appropriate level:

State was able to ask detailed questions per category

Clear understanding by both parties of what was to be built

State was able to establish specific feature to be used in the contracting process

- Allowed measures for success and failure
- Tied value of the contract to deliverables
  - Deliverables included Test Cases with results
  - Live and recorded demonstrations of sprint by sprint development effort
  - Updated API documentation including all updated API documentation

Deliverables were reviewed and accepted, or changes were suggested and implemented or negotiated

Successful outcomes

Successful delivery of the project on-time

Introduced both teams to a model of delivery which evolved throughout the project

Both teams got to a place where, together or independently, things became tightly defined

WEX Health adapted the internal delivery model of sprints and demonstrations for an external audience

Wrap-up and next steps

- Questions?

Please visit us in Booth 78 to learn more!

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