Progress Corticon for Progress OpenEdge

Success Story at Caidan – Meridian Health

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Chief Technology Officer, Decision Management
Founder and Former CEO, Corticon Technologies

Tom Lauzon
Executive VP and CIO
Caidan - Meridian Health Plan
Agenda

- What is Corticon Business Rules Management System?
- Caidan / Meridian Health Plan Success Story
  - Corticon + OpenEdge in Healthcare
- Other Corticon Success Stories
What Is Corticon Business Rules Management?

Software to help make the **Right Decision at the Right Time** with **Business Agility**

- Should we pay this claim?
- What offer should we make, now?
- What resource should we allocate?
What Is Business Rules Management?

Decisions are governed by business rules

**DECISION**

Should we pay this claim?

**RULE**

Reject claims with invalid billing codes

**BRMS** – Business Rules Management Systems
(a.k.a. **rule engines**) externalize decision logic from applications and represent as business rules

Claims Management System
The Problem: Automating Business Rules

Traditional approach is programming-based

- Simple rules difficult to automate, sophisticated ones impossible
- Single change can impact hundreds of rules/processes

There Is a Better Way...

"That change requires 2 years & $5M"
The Solution: Progress Corticon Business Rules Management System

- Separate decision logic from code
- Empower business users
- Ensure performance & scalability
- Enable fast, safe changes

Model Rules with Integrity

Execute as Open Standards Decision Services

Decision Modelers

Enterprise Data Sources

Enterprise Systems
Progress Corticon: 500+ Customers

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Progress Corticon: Key Use Cases

Commerce (Sales & Marketing)
Apply – Price/Quote – Recommend – Police

Customer Servicing
Intake – Validate – Adjudicate – Recover – Fraud

Manufacturing & Supply Chain
Production Planning – Resource Allocation – Logistics

Enterprise Rules Management
Decision Analytics as a Business & IT Discipline
Executing Manufacturing Process Excellence

Market Segment: Manufacturing
Application: Production Planning System Development

- Complete system re-engineering and replacement to:
  - Increase flexibility and agility in manufacturing process
  - Accommodate a wide range of ever-changing commercial and production rules

- Corticon chosen because:
  - Accelerated application development and maintenance
  - Increased business transparency and control – rules managed by industrial engineers
  - Ease of integration

See: http://www.progress.com/docs/casestudy/Columbus.pdf
Next Generation eCommerce

- World’s largest online marketplace
- Corticon used in next generation eBay marketplace
- Corticon selected over in-house rules engine, IBM Ilog, and open source due to:
  - Scalability to millions of transactions per day
  - Guaranteed rule integrity
  - Speed of development
    - Processing >40M transactions per day, <10ms per transaction
Claims Processing with BPM

Market Segment: Insurance
Application: Asset Damage (Property & Casualty)

- One of the world's largest life insurance and pension companies with millions of customers worldwide
- Considerable cost and FTEs reductions as result of straight-through processing
- Improved customer satisfaction (quicker claims handling)
- Less IT dependency, domain experts owns content and change process
- Staying compliant and consistent with government regulations
- Straight-through processing (STP) achievement circa 85%
Corticon Case Study: Enterprise Rules Management

- Central component of Service Oriented Architecture (SOA)
- ~200 decision services, with thousands of rules
- Mission-critical applications include:
  - Customer Acquisition
  - Self-service
  - Contact Management
  - Product Specification
  - Benefits Administration (Claims)
  - Workflow Routing
  - Orchestration
  - Document Generation

“Before the Simply Unum project, a customer could wait eight weeks after a price quote was accepted before their policy was issued; now it takes as little as a week.”

“Changes that would have taken weeks can be made in days even including all the necessary IT governance and controls. And changes are made with accuracy and confidence now, thanks to the model-driven approach and rule verification built into Corticon.”

See Corticon-Unum Success Story at www.progress.com
Auto Loan Origination and Processing

Market Segment: Financial Services
Application: Loan Origination & Processing

• GMF is the in-house financial arm of General Motors, providing financing options to GM’s 13,000 dealerships and 831,000 customers

• Corticon used by GMF to automate rules management for it’s loan product lines; retail, lease, and balloon

• Corticon selected over in-house Tibco Active Matrix BusinessWorks BPM tool due to:
  • Agility to easily change rapidly changing business rules
  • Ease of use for non-technical business stakeholders to make rule changes
  • Rule integrity & scalability
Next Generation Rules Integration – Corticon & Salesforce.com

Adobe®

Market Segment: Computer Software
Application: Lead Allocation and Territory Assignment

• Adobe Systems is the leader in desktop publishing software that helps its customers create, distribute, and manage digital content in a variety of ways

• Corticon has been integrated into Adobe’s Salesforce.com environment to automate the following rules:
  • Lead Allocation – lead distribution rules among sales teams
  • Territory Assignment – territory assignment rules for sales personnel

• Corticon was chosen largely because of agility to easily change business rules, rule accuracy & rule completeness, and scalability
Offering Next Generation Travel Booking to Consumers

Market Segment: Travel & Leisure
Application: Online travel portal

- Netherland’s largest online travel booking site
  - 1350 employees, 178 travel shops
- Corticon used in web travel booking portal to manage consumer payment options
- Corticon chosen because:
  - Speed of development (agility), independence from outsourced IT staff
  - Short change cycles, flexibility, business control
  - ROI

“The Progress business rules management software makes everything significantly faster. A rule change that used to take five days to code and implement can now be completed in a few hours.”

Lucas Nijenhuis
Functional Architect
D-reizen
Keeping Pace with Social Benefits Legislation

- Danish Board of Industrial Injuries, established in 1898 - Copenhagen, Denmark
- Government - Social Security, agency under the Danish Ministry of Employment
- Modernize existing IT infrastructure for management of workers' compensation claims, private insurance claims, and claims pertaining to victims of the Second World War.
- Ease of use & less IT dependency, domain experts owns content and change process
- Cope with year on year changing regulatory content, run adjudications against “old” legislation
- Effortless integration with Business Process Management (BPM) and embedding in .NET technical environment

Market Segment: Government
Application: Benefits Administration
Accelerating the Administration of the Lease Car Repair Process

- The leading company in operational leasing and fleet management market in Portugal
- Partner built a .NET web based business application to fully automate the maintenance and repair authorization process between local car dealers and the renting company (receipts and validation of authorizations + billing). All rules externalized in Corticon in order to:
  - Reduce fleet maintenance costs (avoid unauthorized repairs & replacements)
  - Improve the efficiency and effectiveness of the process (all electronic)
  - Reduce costs of processing suppliers’ invoices
  - Improve control and management of the processing of suppliers’ invoices

**Market Segment:** Fleet and Vehicle Management

**Application:** Maintenance and repair authorizations
Claims Processing with BPM

- Provides a wealth management platform and administration focusing on investment performance and intermediary / investor relationships.
- Corticon rules have been integrated with third party BPM system.
- Corticon selected because:
  - Enables to stay compliant and consistent with frequently changing government regulations
  - Enables to delegate rules authoring to domain experts to own content and change process.
  - Can be easily integrated with their BPM system (separate the “know” from the “flow”).
Extending Small Loans and Collecting Debt

- Provisioning of small loans to the South African market. Streamlining of debt collection process through home grown BPM system (.NET).
- Corticon selected because:
  - Provides flexibility to quickly change debt collection and loan provision rules without touching any system code
  - Can be easily integrated with home grown BPM system and be embedded in existing .NET infrastructure
  - Accelerate business application development and reduces time spent on maintenance
E-Prescribing the Right Drugs To Patients in Romania

- Autonomous public health institution which administrates and manages the Romanian health insurance system in order to apply the government's policies and programs in the health care field.
- Drastic reforms of the Romanian Health Care service to combat wide spread fraud and reduce costs dictated the government to modernize their legacy systems.
- Corticon chosen because:
  - Ability to process high volumes of transactions (scalability)
  - Ease of development – rules integrity
  - Seamless integration with the National Health Insurance Fund existing BPM system

Market Segment: Healthcare
Application: Drug prescriptions
Corticon HHS Customers

19 states (38%) have chosen Progress Corticon as their Business Rules solution.
Intelligent Web Self-Service for Citizen Eligibility

**Organization:** PA Department of Public Welfare
**Application:** HHS integrated eligibility & online application

- COMPASS – Citizens interact online with HHS agencies
- Automated complex rules for eligibility, benefits, payments and fraud
- Screening, application routing, and verification across multiple HHS case management systems
- Accelerated development and change cycles, reduced project risk
- Batch processing for data exchange (tax and employment records reviewed for recertification)
Multi-Program Integrated Eligibility

• ASPEN – Multi-Program Integrated Eligibility

• Incorporates New Mexico Works (TANF), SNAP, LIHEAP, State-funded cash assistance, Refugee Cash Assistance (RCA), over 30 categories of Medicaid.

• Mandated a rules-based engine and validation mechanism to ensure the most accurate data are represented, allowing for quick and accurate determination of eligibility.

• Flexibility to allow the management of business rules by non-technical staff, and not requiring a level of expertise that would hinder the ability to implement, alter, and maintain current and new programs.

Organization: New Mexico Department of Health Services
Application: HHS integrated eligibility
Intelligent Web Self-Service for Citizen Eligibility

Organization: Louisiana Department of Child & Family Services
Application: HHS online eligibility

- CAFÉ - Consolidated front end citizen access
- Pre-Screening for programs such as TANF, Food Stamps, Child Welfare, Child Support
- Screening, application routing, and verification across multiple HHS case management systems
- Accelerated development and change cycles, reduced project risk
Pre-Existing Condition Insurance Plan (PCIP) Eligibility & Enrollment

Organization: US Department of Health & Human Services
Application: PCIP online eligibility

- Interim health care insurance for the 26 states that do not have Health Insurance Exchange (HIX) through 2014.
- Determines eligibility based upon state specific criteria
- Makes benefit determination
- Administered by USDA NFC
Uniform Medicaid Screening & Eligibility

Organization: North Carolina Dept of Health & Human Services
Application: Uniform Medicaid Screening & Eligibility

- Automated “one-stop-shop” for eight Medicaid-funded long-term care programs to:
  - Lower inappropriate placements
  - Reduce paper work
  - Provide recipients a clear set of service options
  - Reduce costs of screening through streamlined processes
- Beat two day mandate for business rule changes
WIC System Replacement

**Organization:** Idaho Department of Health & Welfare  
**Application:** WIC System Replacement

- Women, Infants, Children (WIC) - Automated benefits determination, needs assessment and service delivery for:
  - Health care certification, case routing, appt. scheduling
  - Cash, food stamps & nutritional assistance
  - Foster care & child protection
- Accelerated WIC development and change cycles, reduced project risk

"Most products require learning multiple tools and languages to do what Corticon can do with a single, business-friendly tool."

Vickie Flatt  
Project Manager  
Idaho DHW
New Health Insurance Exchange (HIX) System

- New system determines eligibility upfront, intelligently guides selection process, with little/no interaction with case workers
  - Streamlines citizen eligibility
  - Increases productivity
  - Reduces costs

Organization: Wisconsin Department of Health Services
Application: New Health Insurance Exchange (HIX)

“We required a system that was powerful and easily adaptable to constantly changing business requirements, but, just as important, one that could be designed and maintained by business decision makers.”

Bob Martin
CIO, Wisconsin DHS