PEGA IMPLEMENTATION CASE STUDY #1
QUALITY MANAGEMENT AND REVIEW SYSTEM (QMARS)

Situation With over 50 geographically dispersed Quality Improvement Organizations (QIOs) working with hundreds of Medicare Providers, the Quality Management and Review System (QMARS) is a complex and sizable application that will be used as a national standardized system for capturing, tracking, managing and analyzing the activities associated with all case review types associated with the Beneficiary and Family Centered Care (BFCC) Program. The primary goals are to improve the effectiveness, efficiency, economy, and quality of services delivered to Medicare beneficiaries and to ensure that the beneficiary complaint processes are efficient, functional, secure, and well documented.

Challenges There are inconsistencies with the QIOs in the ways they currently record care review volume and cost information, meaning CMS cannot be assured that the budgets it establishes for QIOs' quality of care reviews are appropriate. CMS needed a new case review system developed in which the QIOs can more consistently and seamlessly report on quality of care reviews.

Solution Visual Connections came in as prime on this contract to help CMS implement Pega, which will provide much more consistency and robust functionality for the QIOs. This contract involves extensive work with the PegaRULES Processing Commander and with Pega BPM. We are involved in systems analysis, design, integration between the QMARS subsystems, testing—including unit, system/string, security, performance and regression testing, quality assurance, and maintenance of existing system documentation.

We are working to ensure that the application leverages and is integrated with Axway's Secure Transport product, which is the CMS enterprise solution for managed secure file transfer. Additionally, we are working to ensure that enhancements to QMARS are integrated with the VirtualViewer product from Snowbound Software for the access and viewing of medical records

Results QMARS is expected to go into production in July 2014. The system Visual Connections is working on is expected to more efficiently monitor and manage QIO Medicare Case Review activities, while establishing consistency and simplifying the processes.

Relevance to UPIC Case Management
- National program with multiple user roles and stakeholders
- New and evolving requirements
- Complex integration requirements