

Rapidly scaling a large Managed Care Organization

CASE STUDY



PLEXIS demonstrates powerful scalability by delivering rapid expansion for a large MCO's Veteran's Affairs programs

Power, Performance, & Scalability

A large managed care organization (MCO) and PLEXIS client recently leveraged the PLEXIS platform to rapidly deploy an immense expansion of its core administrative processing system—a growth surge representing an increase of approximately 16,000% in claim volume—in only three months.

PLEXIS provided the technology stack for the MCO to administer essential healthcare for approximately 4.5 million lives for its Department of Veteran's Affairs (VA) programs in order to meet federally-mandated deadlines and seize a vast new segment of the market.

“Not many other claims processing engines can deliver this kind of performance,” said Pete Escobar, Vice President of Product Development. “The PLEXIS platform processes over 5,000 claims per day for this client, and it has the proven performance capacity to process even more.”

The PLEXIS platform performs at the speed of success for over 100 healthcare clients world-wide because of the powerful scalability and interoperability built into its platform architecture.

The Value of Scalability

In simplest terms, scalability is the capability of expanding a system to handle a much

larger amount of data. After Amazon and Google popularized scale-out architectures in the 2000s, most forward-thinking developers now understand that horizontal scaling, or “scale-out,” is without question one of the most powerful methods to leverage cloud technology, virtual machines, and the distributed database system.

However, some claims processing systems were not constructed to accept a distributed computing model, so they cannot achieve scalability.

“The PLEXIS platform was built to deliver unparalleled scalability through a diversity of horizontal and vertical expansion,” said Escobar. “This creates an exponential growth in value, reduced price per unit, and measurable throughput to meet or exceed client expectations.”

Scaling for Success

PLEXIS' MCO client administers health benefits for approximately 6 million individuals across the country through group, individual, Medicare, Medicaid, and other programs. It partners with the Department of Defense to provide healthcare for several million beneficiaries including active duty, retired, National Guard and Reserve, and family members.

The Veterans Access, Choice, & Accountability Act (VACAA) of 2014 expanded the number of options veterans have for receiving care to ensure they have timely access to high-quality care. Because of looming timelines within this legislation, PLEXIS' MCO client had the opportunity to capture a vast new sector of the market if they could rapidly expand their capabilities for claims processing and core administration.

In October of 2014, PLEXIS started deploying both vertical and horizontal expansion for the client's unique configuration of the PLEXIS platform. PLEXIS optimized software and server configurations and performed a massive scale-out by leveraging cloud-based resources.

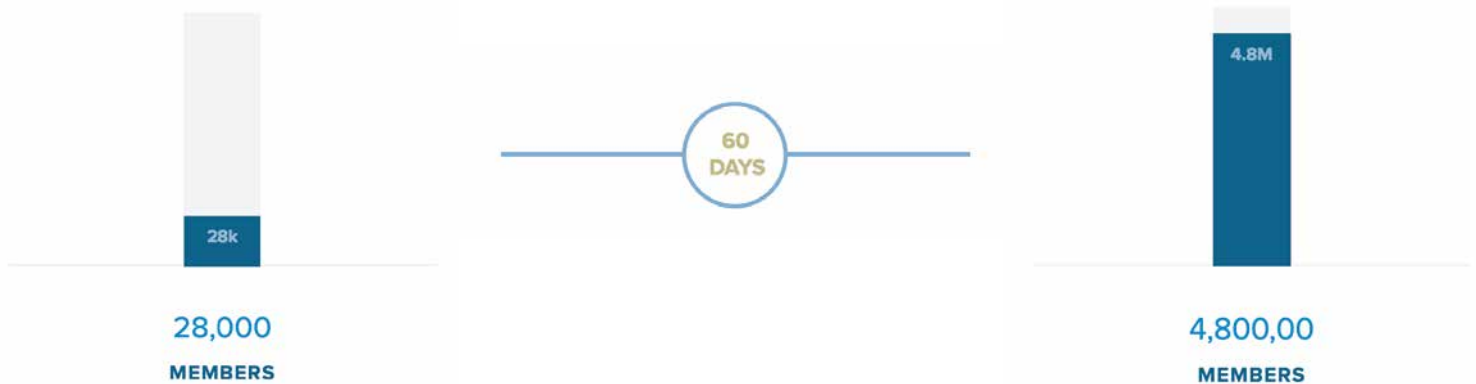
The interoperability of the PLEXIS platform enabled a successful integration with the client's disparate systems including a document management system and a provider portal. By January of 2015 PLEXIS had finished delivering the scaling and optimization the client needed in order to capture the desired market opportunity created by the VACAA legislation.

In only 2 Months, the PLEXIS Platform Scaled the Client's Operations from

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