Process Flowchart for HM New Product

1. PM&D Defines Product
   1. Determine part of a project or BAU
2. PM&D gets the Product Team and Finance Involved
   1. Connie to find how this gets communicated
   2. Product team has grids and provides information to Oscar and ISIC Product Solution
      1. Determine if any new values are needed and if so then contact Product Support (Connie's area):
         1. COPC code (see appendix A);
         2. ACK code;
         3. Product Type code;
         4. Product design model;
         5. And any combination on any new code) into the oracle tables are needed and if so then contact Product Support (Connie's area)
      2. Product Team and Product Support work to determine the new name of the product to be use on the COPC
         1. Piece together with the other codes to ensure it works
         2. How does it bundle up
   3. and finance (not sure what happens)
3. Product Support Contacts Membership
   1. There is currently no formal process - we are notified when we hear there is a new product in a project (need a formal process)
4. Membership determines if Group Characteristics are needed to accept membership
   1. Is this Direct Pay?
      1. If yes, need one
   2. Is this an Employer Group?
      1. May need one depending on if alpha suffix is needed
   3. Is this product JOA by HM and another plan?
      1. If yes, will all the products have all the same ACKS codes?
         1. If Yes, One Characteristic
         2. If No, Multiple Characteristic
   4. Outbound - (need more information)
   5. Verify if there is anything specific, for that Product where we will have to change processing.
   6. Is there a Group Characteristic that we can use?
5. If Yes a new group characteristic is needed, Membership Determines Group Characteristic Name
   1. Update requirements - Review the Inbound Online Use Cases to determine the impacts to Group Characteristics. Review the Business Rules that are Group Characteristic driven and determine where the new Group Characteristics should be added.
6. Product Support determines values that make up product (Group Characteristic)
   1. Update requirements and sends to membership
7. Membership updates Requirements - send to Membership Technical team
8. Product Support updates requirements - send to Product Support technical team
9. Technical Teams makes updates
10. Beth Palmer's Group set up groups in ICIS for new product
    1. Need more information - need a process
11. Both Product Support and Membership tests to verify that their tech teams have changed the system to meet their requirements.
    1. Need resource assigned to work with for group setup issues
12. Product installed into Production

Appendix A

COPC notes

COPC ID updates:

* Delaware using COPC range of 400-420
* IBC using COPC range of 500-825
* Notify the following mail groups of the intent to load new COPC(s) identifying the date the codes will be in test (and in which region(s)) and the date the new COPC(s) will be loaded to production:

COPC Distribution List: [COPC\_Distribution\_List@highmark.com](mailto:COPC_Distribution_List@highmark.com)

Product Impacts: [ProductImpacts@highmark.com](mailto:ProductImpacts@highmark.com)

NonProdMassNotif: [NonProdMassNotif@highmark.com](mailto:NonProdMassNotif@highmark.com)

* A time lag can occur from the time a CR is written to the time of implementation, be sure to check and verify that the COPC you are trying to update is NOT already on the table.
  + Validate test regions
  + Review pending CRs on ClientProdBen Share Point site.

New COPC(s): CCR Table updates include:

* Table: COPC = add code/description as provided by OSCAR & ICIS Product Solutions.
  + Use default effective date of 01/01/1950
  + Use corresponding Product Design Model
    - Must have a current mapping; otherwise default to '0' which stands for 'Undefined'
* Table: COPCC = a table representing the product configuration component; at the tier level, indicating if rates are required and if they are 'zero rates' within ICIS. OSCAR & ICIS Product Solutions will provide this information.

(Always requires an update when adding a new COPC)

* + ICIS Product/Product Management/Actuary needs to tell you if:
    - Field = COPCC\_ZER\_RT\_IN, Zero rate indicator , should be = to Y or N.
    - Field = COPCC\_RT\_REQD\_IN, Rate required, should be = Y or N.

*Note: Highmark Direct Pay business (363/378) today on COPCC table has Zero Rate Ind = Y and Rate Req = N.*

*Direct Pay rates are based off of another static rate table keyed into ICIS, so we basically ‘bypass’ the rate required for these products since data populates from those tables.*

* + - * Table: PCCMPA = Company code affiliation for the provider portal; requires an update when adding a new COPC.
        + Medical products get added here.
        + Customer = Health Dialog /Navinet (Network Management eSupport- Mary Jo Hennessy)

MJH: they have their own packages to update regarding this.

* + - * + PCCMPA\_VLD: was for referrals but is now obsolete.
        + This table is 15-20 years old.
      * Table: COICI = when adding a new COPC update this table to describe affiliation between new COPC and COECSI code.
        + COECSI code most used is '1'

|  |  |
| --- | --- |
| COECSI\_ID | COECSI\_INS\_ID |
| 1 | HIGHMARK |
| 2 | SECURITY BLUE |
| 3 | MCPPO |
| 4 | MCPDG |
| 5 | MCCV |

* + - * Table: COCMP = a table that may require an update when adding a new COPC
  + This table may need a value added if you are completing COPC update for a new region.
  + Current values:

| COCMP | |
| --- | --- |
| COCMP\_C | COCMP\_DESC\_T |
| HM | Highmark |
| MS | Highmark West Virginia |
| DE | Delaware |
| IB | IBC |

* + - * Table: HIVLT = a table that may require an update when adding a new COPC.
        + Used currently by Sales Force DC for Direct Pay COPC data.
        + We only update this table for COPC that are for UNDER 65; not for over 65 [Medicare Advantage products].
        + Future, may integrate with SGM.
        + HIVLT\_SEG\_C = 'DPCOPC'
        + HIVLT\_ICIS\_VAL\_T = COPC code that is being added
        + HIVLT\_STUS\_C ='A'
        + HIVLT\_EFF\_DT = 01-JAN-50
        + HIVLT\_ICIS\_TBL\_NM =COPC\_ID
        + HIVLT\_DESC\_T = 'DPCOPCs-SalesForce'
        + HIVLT\_HIPAA\_VAL\_T = N (*Code to use can be verified by Client & Sales Support*)
        + HIVLT\_SEQ\_N = 1

*Note: HIVLT\_SEQ\_N does not have to be a 1; this can be a number that is "generated" by the system; the unique key is a combination of the COPC value (located in the field = HIVLT\_ICIS\_VAL\_T) and the HIVLT\_SEQ\_N.*