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Correspondence Memorandum

Date: January 24, 2018
To: Group Insurance Board
From: Rachel Carabell, Senior Health Policy Advisor
Office of Strategic Health Policy
Subject: Truven Implementation Update

This memorandum is for informational purposes only. It provides an update on the implementation of the new Group Health Insurance Program data warehouse administered by Truven Health Analytics, LLC (Truven).

Current Contract

The initial contract to provide a data warehouse and visual business intelligence solution was awarded to Truven effective March 1, 2017, through December 31, 2018, with two, two-year extensions possible. At the November 2017 meeting, the Board approved moving forward with one, two-year extension, which would extend the contract through December 31, 2020. The contract extension is not expected to be executed until Phase One of the project is completed, currently expected in May 2018.

2018 Contract Amendment

ETF is working with Truven to execute a 2018 contract amendment that includes a performance guarantee related to implementation and two audit requirements.

Performance Guarantee

The contract amendment provides a guarantee that Truven pay \$25,000 per day for the first day and \$10,000 per day thereafter for each day that implementation of services under Phase One, Two, or Three are not implemented by the agreed upon due date.

Audit Requirements

The contract amendment adds two audit requirements. The first requirement would specify that Truven pay for a third-party audit, such as an SOC 2 Type 2 audit, demonstrating security safeguards and controls are in place to protect the availability, confidentiality, integrity and privacy of ETF data. The second requirement specifies that ETF may schedule and arrange for a contract compliance audit on a periodic basis, and

Reviewed and approved by John Voelker, Deputy Secretary

Electronically Signed 2/2/18

Board	Mtg Date	Item #
GIB	2.21.18	8A

that the audit scope will be determined by ETF and will be based on contract requirements.

ETF expects to sign the contract amendment by the end of February.

Phase One Implementation Status

Phase One includes implementation of the Advantage Suite® data warehouse with four years of historical claims and wellness data (2014-2017). It also includes an ad-hoc report writer and Interactive Reporting, a visual business intelligence tool that aggregates the data for analytics.

Nineteen data submitting entities (DSEs) have had their initial data approved and submitted historical data for additional testing. Through the testing process, Truven works with ETF and the DSEs to validate testing results to ensure the accuracy of the data. Testing is expected to be completed in mid-April and the data warehouse is expected to be operational in early May 2018. Truven will provide a part-time onsite analyst who will assist with completion of analytic projects starting in May 2018.

Phase Two Implementation

Phase Two implementation will begin in May and is expected to be completed in July. Initially, this phase was expected to only include the development of custom analytics, dashboards, and performance metrics. Currently, it is expected to include additional work originally scheduled for Phase One -- late DSEs and implementation of the network provider file.

Late DSEs

Phase Two will include the release of data from three DSEs that were not included in Phase One because their data was not approved before the deadline for Phase One testing. These three DSEs do not have a 2018 contract with the Board; however, ETF withheld 25% of their December 2017 premium -- as allowed by contract -- because they did not meet 2017 contract requirements for data submission. These DSEs continue to work with Truven to get initial data approved and then submit additional historical data for testing. These DSEs will receive their withheld premium if they submit complete data in time to participate in Phase Two.

Network Provider File

Phase Two will include implementation of the network provider file from the health plan and dental plan administrator DSEs. Submission of this file was originally scheduled for Phase One; however, to keep the project on track, ETF and Truven delayed implementation of the network provider file and instead focused on the claim file for Phase One.

A significant amount of provider-related information is collected on the claim file and will be available in Phase One; however, the additional information required on the network provider file was a struggle for many of the health plans to provide. For some plans, the

source information was either not stored in an easily accessible format, or it was simply not available.

Moving the network provider file submission to Phase Two gives ETF and Truven an opportunity to explore other opportunities for collecting the required provider information.

Phase Three Implementation

Phase Three implementation, which is expected to be complete this summer, will include the completion of assigned analytic projects and exploring whether the health plan DSEs could provide electronic health record data such as immunizations and test results. Electronic health record data provides better member health outcome information than claims data alone. Like all member data in the data warehouse, such information would only be available to ETF as de-identified, or masked, so that no ETF staff would be able to identify the individuals receiving the services.

Truven and ETF staff will be available at the meeting to answer any questions.