



TESTING HEALTHCARE SOLUTION – SUCCESS STORY

Application: Health Insurance Application

Services Offered: Functional Testing, Regression Testing, Database Testing

Tools: OpenSTA, Team Foundation Server (TFS) and test management tools

Key Highlights

Domain:

Healthcare

Duration:

24+ Months

QA Team:

11

Supported:

47 releases

Technology:

.NET and Database – SQL Server
2008

Client

Our client is a leading specialty healthcare BPO and technology solution provider managing very large-scale end-to-end health insurance processes delivering compliant & cost-reducing member enrollment, service, administration, quality and wellness support solutions.

Application Overview

It is a health insurance application used by the agents to manage and monitor the operations from enrollment campaign to final payment posting, customer enrollment, order scheduling, order fulfillment, billing, payment posting and all associated reporting functions. Also, follow the center for Medicare and Medicaid Services (CMS) guidelines for billing and accounting processes involving individuals.

Business Challenges

- Healthcare Insurance Domain Understanding
- Limited strategic direction for QA at an organization level
- On demand QA
- Support in US time zone.

Our Approach

Our presentation and technical knowledge in the healthcare domain gained the customer's confidence.

Based on our understanding of the application's functional features and architecture, we developed test cases for enhancements and performed test execution and defect reporting in team foundation server (TFS).

Our team prepares the report status through daily status report, execution statistics and schedules status calls.

Creating a new algorithm to mask their sensitive data impressed their QA audit manager and earned an opportunity to outsource their testing activities to the offshore team.

OpenSTA performance tool and TFS test management tools were used. Our team helped in customizing the TFS tool for our client.

Testing Challenges

Historically, QA was being managed at a discrete project level and not coordinated across programs / functions. As a result, there were:

- Ad-hoc QA Process
- No standardization of tools / test environments
- Limited QA team

Our Solutions

The testing services we offered were:

Functional Testing, Regression Testing, Database Testing (Backend Validation).

After initiating the process for Performance Testing, a proposal was submitted. We took the responsibility of sending resources on-shore to gain better understanding of the application and provide full time support in wide areas including support in production line.

Round the clock service was provided to increase onsite-offshore timing overlap. With a dedicated leased line, our team ensured to increase the bandwidth speed for GoToMyPC. Weekends support was initiated from our team. Load scaling from 500 to 2000 users was done.

As process management, tracker, KT tracker were issued and clarification tracker was introduced to effectively track issues to closure & customization of Team Foundation Server (TFS) to meet the client requirements.

KT Calls with developers were scheduled with Onsite QA Team and participated in Developers SCRUM Meeting. Performed test execution on 47 releases so far.

Prepared of process flow, specification documents and User Stories. Performed Data De-identification as compliant to HIPAA (Health Insurance Portability and Accountability Act of 1996) and PHI (Protected Health Information)



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Client Testimonial

I would like to thank you all for your hard work, thoroughness, dedication and team work. This was a critical project for the clients' business integration. Despite of several challenges including some last minute scope changes and lack of proper and timely guidance & support from the Client on some of the key aspects of the project, we were able to plan and execute this project smoothly and deliver it on-time.

Again, truly appreciate all your efforts. Keep up the good work!"

- VP, Application Development

Metrics

A total of 1673 test cases are created till date. We covered both Negative and Positive Test Scenarios to avoid defects slippage in to production. A total of 602 functional defects are reported 38 – Critical, 182 – High, 244– Medium and 138 –Low.

Our Value Adds

- QA Process Set-up
- QA Suite Categorization & Management (Functional | Sanity | Smoke | Regression)
- Created Templates, Reports & Checklists and build QA suite
- Created 'System Monitoring Guidelines' document and helped in providing information to monitor client systems
- Zero defect leakage in production