

SUCCESS STORY



QA VALIDATIONS IN A DATA SEGREGATION FRAMEWORK FOR A HEALTHCARE ADMINISTRATION ECOSYSTEM

APPLICATION

Healthcare Administration Portal

DOMAIN

Healthcare

SERVICES OFFERED

Digital QA

TOOLS

SQL, MTM, TFS, JIRA

KEY HIGHLIGHTS

- Implemented a specialized QA Strategy to ensure Availability and Integrity of Data in the design of Data Segregation in Healthcare Plan Operations
- 100% quality coverage in Database and Logical Segregations

QA VALIDATIONS IN A DATA SEGREGATION FRAMEWORK

CLIENT STATUS QUO

The client is a specialized healthcare technology services company and is a global leader in providing advisory solutions for health plans and a suite of value-added services. The key to their services is to leverage technology to build solutions that simplify business administration processes, streamline healthcare partner management and automate medical care.

The client's business-admin management portal was upgraded from the legacy systems which were facing challenges due to data operations in siloed databases for individual healthcare partners and their associated members. In the process of upgrading the system with multi tenancy structure and segregated databases that exhibit efficient querying and analysis, the Data Integrity and Security were at stake and required exhaustive Validations.

APPLICATION OVERVIEW

The application is an end to end business administration portal for a broad healthcare partner and customer database. The client's solution is a managed ecosystem that onboards healthcare providers (tenants) and their respective members (customers), manages data pertaining to medical care profiles, health plans, transactions and other operations. The workflow channels two portals – Agent Portal for call center operations and Member Portal for self- service operations.

BUSINESS REQUIREMENT

- Verify the Data Segregation Framework for appropriate access privileges mapping and probable data breach escalations.
- Validate Data Integrity across the Business Flow: Onboarding, Profiles, Health Plans and their associated Business Rules.

SOLUTION HIGHLIGHTS

- Defined and executed a solid Test Strategy in sequence to the Business Flow to ensure there are no gaps in Test Coverage.
- Thorough understanding of Data Segregation Framework at functional and database levels to develop a stable Test Design. The workflow included exhaustive business rules in onboarding process and configurations based on plan selections such as setting up benefit amounts and caps, limitations in shipments, triggering emergency plans etc.

- Logical QA validations on the implementation of 'security filters' for Partner groups and their access. Performed user hierarchy-based tests to accomplish this QA requirement – the right partners and their members shall be able to access information only that is appropriate to them.
- Information Look –up Integrity – verified for right fetch from the data tables for all information request permutations.
- Conducted Data manipulation and responsiveness tests.

VALUE ADDITIONS

- Data segregation, being a process intensive exercise, Indium's test strategy included understanding the data orchestration in the application and the various business rules in the end to end workflow.
- Above and beyond Data Validations, Indium's CoE review of the overall project brought about Functional Enhancements that were successfully adopted and incorporated by the client.
- Exhibited domain competency and added the suitable Data Security flavor in the design of Test Cases.



About Indium

Indium is a Digital Engineering Services leader and Full Spectrum Integrator that helps customers embrace and navigate the Cloud-native world with Certainty. With deep expertise across Applications, Data & Analytics, AI, DevOps, Security and Digital Assurance we “Make technology work” and accelerate business value, while adding scale and velocity to customer’s digital journey on AWS.



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