

Automated API Management Testing for Paperless & Seamless Medicare Claim Services

PROBLEM STATEMENT

Paper-based payment claim applications are manual and time-consuming while processing Medicare claims.

The government's "Guaranteeing Medicare Payment systems (GMAPS)" requirement needs a change to automate the process urgently by March-2022.

OBJECTIVE

Deliver paperless and real-time, reliable Medicare claim process for our clients accessing applications from mobile, desktop devices.

BACKGROUND AND CHALLENGE

- ❖ To manage the day-to-day services for their patients and internal customers, they built a "Medical Clinic Administration" product to maintain their patients/employees/doctors/providers' details, manage their appointment, and overall financial management.
- ❖ To mature the company's application processes, they decided to enhance the Medicare Claim Process to improve the services, reduce manual intervention, and meet the Government Claim regulations.
- ❖ Due to the immediate GMAPS requirement and to reduce the manual process, our client felt the need for an Automated Claim Process using API Management.
- ❖ As a result, they have implemented a series of APIs within their Claim Process Application to process the transaction in near real-time to meet the Medical Claims Requirement.

SNAPSHOT

Industry: Healthcare Domain
Business Unit: IT Services
Services: API Testing Management

Team Size: 14+

- ❖ 3 x Java Developers
- ❖ 3 x Testers
- ❖ 3x Full stack
- ❖ 1x Solutions Architect
- ❖ 2x Business Analysts
- ❖ 1x Project Manager,
- ❖ 1x UI/UX designer

TESTING CHALLENGE

The major Testing challenges were the issues resulting from using

- ❖ Manual test design
- ❖ Script creation for test execution – test case design takes longer
- ❖ Application design changes
- ❖ delay test case creation resulting in delayed product release

APPROACH/SOLUTIONS

- ❖ As companies look to transform into Digital-first businesses, leveraging the API management and testing has key benefits:
- ❖ High collaboration with a partner company and great quality through comprehensive testing and lifecycle management.
- ❖ API management & testing offered a fast, effective way for the finance claim team to check the eligibility and claim based on the insurance policy. Both client and their partner maintain their API workspace for collaboration, which gives everyone easy access to the collections that contain API endpoints and testing workflows

BENEFIT – FROM AN API TESTING PERSPECTIVE

- ❖ Optimized test case generation
- ❖ Easy to modify and maintain process
- ❖ The repeatable process to replace current ad-hoc methods
- ❖ Faster and more accurate than manual test design

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