

"Unconference" Open Session - openMIS for Universal Health Coverage & National Health Insurance - a valuable use case for the openHIE framework

Session Name: openMIS for Universal Health Coverage & National Health Insurance - a valuable use case for the openHIE framework

OHIE18 Event Page - ohie.org/OHIE18

Time / Room: 12:30 - 1:15 Tembo

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Etherpad Link: https://notes.ohie.org/2018-08-01_Unconference_Tembo_1230

Notes:

Introduction

1. few slides on openMIS

- OpenMIS is open source
- evolution from IMIS to OpenMIS (financed by SDC and GDC) - become a global good/open source
- implementations in Nepal, Tanzania
- data dashboard

2. Use Cases

- benefit package/scheme design
 - family/single person
 - payment modalities
 - benefit package
 - ...
- enrollment
 - mix of paper and mobile app
- eligibility verifications
 - done at all points of care (e.g. web based/android)
 - photo/ID; balance information
- claim submission
 - app captures diagnosis, services, supplies- synchronized
- claims review
 - central reviewing mechanism/filter claims/ payment advice
- payment

3. Group Exercise - break OpenMIS into multiple building blocks/ connections with the systems that you have

- **Supply chain systems**
- **Civil registration and vital statistics (CRVS)**
- **Claims submission at Points of service**
- **Data Analysis -data flow needs**
 - Expectation from analytics
 - Surveillance
 - Marketing
 - Transparency/public reporting
 - Financial information
 - Abuse/protection
 - Forward planning

- Type of data needed for analysis
- Existing systems that can be queried for analysis
 - OpenMRS
 - DHIS2
 - Hospital management systems/ERP
 - Private insurance systems
 - Insurance regulator
- Type of analytics to be derived
- How data is collected by existing lists

CRVS & CR interactions with Insurance Management Information System (IMIS)

Civil Registry = Population Register may or may not include non citizens

National Identification Registry

Health Client/Patient Registry = All people that have interacted with health system

Social Registry = Vulnerable people that receive social aid, may or may not include aid for health

Birth or first interaction notification propagates from either Health Client/Patient registry or Civil Registry to others

Workflows:

Register beneficiary

Register dependant

Death notification

Beneficiary verification with Patient or Civil Registry

Exchange Insurance enrolment with Social Registry

EMR

what is the use case that we are using

work flows and highest priority workflows, and/or focus on this workflow

moral hazard with checking eligibility prior to the

- EMR
 - a. what is the logic flow around submitting a claim
 - a. identify patient (CR call)
 - i. query for insurance number
 - 1. need for a beneficiary registry
- IMIS
- HIE
 - a. client registry/terminology service/ MFR/ HWR
- Process
 - a. multiple questions that inform the eligibility verification
 - i. enrollment (can be in health facility)
 - i. when does eligibility occur
 - i. **check eligibility- multiple eligibility check**
 - 1. eligibility and verification check
 - 1. **multi share mediation claims workflow**
 - 1. rules engine for benefits/coverage
 - i. **submit query for benefits package/ coverage request**
 - 1. using appropriate terminology standard codes
 - 1. either preloaded in the EMR or query a terminology service for this

- i. **asynchronous claims submission-submit claims**
 - i. **prior authorization**
 - i. feed back loop for recoding and denial
- EMR
 - a. services provided
- submission and subsequent response to the submission
- FHIR/HL7 messaging submission standard
 - a. account, coverage, eligibility request and response, enrollment , payment, explanation of benefit resource
 - a. content standard- EDI X12 in the US

Workflows identified:

Level 1 (initial)

- Check Eligibility
 - Submit Claim
 - Pre-Approval
- Level 2
 - Claim mediation (if there are issues)
- Level 3
 - Terminology and code sync and update
 - Multi-insurer

Needs:

1. beneficiary registry- stores beneficiaries registered on a specific registry; insurance dB
1. multiple beneficiary registries exist
1. resolve demographic query for an insurance number