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Ensuring Conformity to Standards for eHealth Access Through Compliance Testing

The Issue – Since April 2005, MAXIMUS has been operating and maintaining PharmaNet, a drug information and claims adjudication and payment system, under the Province of British Columbia's PharmaCare program. PharmaCare helps eligible British Columbia residents with the expense of eligible prescription drugs and designated medical supplies.

Software Support Organizations (SSOs) are software vendors that develop applications to enable connectivity to PharmaNet for healthcare professionals in British Columbia. The PharmaNet network provides a 24/7 link to a central database for some 2,100 provincial community pharmacies, emergency rooms, and medical practices. Prior to being allowed a connection, the SSOs are required to undergo compliance testing to ensure they conform to the business, technical, and policy rules set by British Columbia. Additionally, as each SSO makes changes or enhancements to their software, they must also be tested for compliance prior to rolling out the change on the PharmaNet system.

The Challenge – Before MAXIMUS began managing day-to-day operations of the PharmaCare program and its PharmaNet network, testing was performed manually, requiring thousands of personnel hours and significant resources to execute, often with difficult-to-repeat results. The documentation presented a similar challenge and was difficult to keep updated. A more robust and sustainable solution was needed, especially as the current PharmaNet system modernized to a new standard (HL7 V3).

The Solution – MAXIMUS implemented our Compliance Testing solution to create an automated, requirements-based testing process that was efficient, accurate, repeatable, and produced complete results. The new solution also delivered compliance testing that ensured vendor software conforms to PharmaNet technical specifications and business requirements. By ensuring the fit between business requirements and system deliverables, while managing for quality control, MAXIMUS has enabled a compliance testing solution that prevents system atrophy after implementation.

For over four years, MAXIMUS has provided Compliance Testing services to SSOs prior to allowing PharmaNet system access. Through regression testing, MAXIMUS has been able to maintain business processes in alignment with test cases and code, ensuring end-to-end traceability from the business to the technology. The MAXIMUS testing solution also ensures that vendor software changes do not adversely affect PharmaNet's functionality and that all programs and processes function as required.



The Outcome – Because MAXIMUS implemented and operates the PharmaNet system, we have the knowledge and ability to develop testing methods that ensure that integration of the SSOs is focused on achieving a successful implementation of business requirements, as well as meeting expected service levels, both short- and long-term.

MAXIMUS' Compliance Testing solution, which includes Health Quality Assurance, has resulted in 17 SSO vendors (representing 1,106 pharmacies) achieving compliance and integration with the PharmaNet system. As MAXIMUS modernizes the current PharmaNet system to leverage a service-oriented architecture (SOA) based on the new HL7 V3 messaging standard, the existing compliance processes and methodology will be upgraded to take a more robust approach to conformance testing.

Additionally, the Health Quality Assurance component of the Compliance Testing solution assures that clear and achievable standards exist to evaluate compliance, including:

- Upgrades or changes to PharmaNet.
- Client software (provided by external developers).
- Conducting and performing all required testing according to test plans.
- Properly reporting any defects and non-conformances that are discovered during testing.
- Ensuring resolution of non-conformances and defects takes place prior to implementation.
- Validating that performance is acceptable and the final configuration is complete.

To learn how MAXIMUS Compliance Testing solution can help your system and network, contact Brian Albert at 530.304.1555, or email health@maximus.com.



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