

BLUE CROSS BLUE SHIELD OF MASSACHUSETTS QA ASSESSMENT



Blue Cross Blue Shield of Massachusetts (BCBSMA) is the largest health care insurer in Massachusetts, with 3.5 million members, \$2.3 billion dollars in premiums in 2007, and an 80% market share. As part of a 10 year, \$320 million outsourcing agreement with EDS, BCBSMA installed EDS' MetaVance ® Administration and Finance System, called BlueCore by BCBSMA personnel. MetaVance is a fully integrated enterprise system that allows health care organizations to administer benefit programs across multiple companies, lines of business, and products. It manages everything from membership eligibility and claims processing to provider management, billing, and reporting.

BCBS initially retained Telesis to perform a detailed QA/Software Testing Assessment for the planned BlueCore project. Telesis identified several key testing processes that required enhancement so that the QA Maturity level at BCBSMA could be elevated. Subsequently, Telesis was retained to build an end-to-end Test Model for BlueCore, which became the enterprise standard testing model for all future endeavors.

Critical to the success of the project was Telesis' experience helping large corporations define the way their QA/Testing organizations can mature from supporting only internal developments to supporting configurable vendor packaged applications. Telesis had seven people dedicated to the project for almost two years, advising the 350 BCBSMA employees working on MetaVance.

As a result, the implementation went much more smoothly than anticipated. According to Bernard Piccione, the Senior Director of Testing at BCBSMA, "Telesis has high caliber people who are very knowledgeable in this space. The BCBSMA team really respected the advice and recommendations Telesis offered." "We are very pleased with our results," he added.