



# PROJECT SPOTLIGHT

## FACETS Batch Optimization

### EXECUTIVE SUMMARY

Reliable batch processing is critical for health plan operations. For a New York-based regional plan, recurring errors within the FACETS core administration platform created significant friction across enrollment, claims, and billing. These systemic bottlenecks increased manual work and put the member and provider experience at risk.

Sierra Solutions conducted a deep-dive analysis of the batch ecosystem, identifying root causes for over 470,000 errors. We delivered a prioritized Enterprise Remediation Roadmap to eliminate manual fallout, harden data quality, and ensure a scalable, reliable processing foundation.

#### CHALLENGE



- 470K+ Errors: Enrollment & claims fallout
- Eligibility Gaps: Dates blocking automation
- Manual Overload: ID card backlogs
- Financial Risk: Premium delays
- Accumulator Drift: Manual balance fixes
- Team Strain: Operational friction

#### STRATEGIC RESPONSE



- Audit: 4 core domains
- Log Analysis: Batch error patterns
- Root Cause Mapping: Config vs. data gaps
- Impact Assessment: Manual effort quantified
- Remediation Roadmap: Phased hardening plan
- Validation Standards: Provider & eligibility checks

#### BUSINESS IMPACT



- Reduced Rework: Fewer manual corrections
- Automated Processing: Faster claims & enrollment
- Enhanced Experience: More accurate records
- Stronger Governance: Standardized, reliable rules
- Operational Stability: Consistent core workflows
- Strategic Growth: Scalable future foundation

## PRECISION PROCESSING. SCALABLE RESULTS.



### WHY SIERRA SOLUTIONS

Sierra Solutions bridges the gap between complex healthcare data and operational excellence. We combine deep FACETS domain expertise with technical rigor to eliminate manual risks, harden core systems, and unlock long-term enterprise value for regional health plans.



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