

Open IMIS

Functional requirements

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Approach

Collecting available functional requirements/requests from the Wiki

Zoom calls

Research on additional documentation from relevant countries

Summary

General observation

The health financing **landscape is complex**.

The line between explicit funding mechanisms and explicit provider payment mechanisms **becomes blurry**.

A **high level of flexibility** is required from a SHI Software product.

The idea of **improving the OpenIMIS marketing material** was mentioned often.

A clear distinction between **operational SHI** processes and **complex analytics** (Dashboard) is required.

Biometrics are becoming more important in the future



**Beneficiary
Management**

**Claim
Management**

**Contribution &
Accounting**

**Provider
Management**

Analytics

Fraud & Abuse

**OTHER/NEW
CATEGORIES**

Interoperability

Voucher

Mobile app

**Document
Management**

**Case Inspection
(Work Injury)**

openIMIS / openIMIS Development

Product Incubator

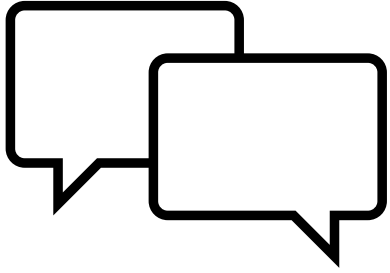


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Under this page feature requests and options for future development

- [New feature requests prioritization](#)
- [Incubator Prioritization \(test\)](#)
 - [Idea: Claims pre-authorisation](#)
 - [Idea: Client portal](#)
 - [Idea: Separation of Target Groups](#)
 - [Idea: Beneficiary self management portal](#)
 - [Idea: Use of biometrics](#)
 - [Idea: Anonymization function](#)
 - [Idea: Matching Provider ID with Patient ID](#)
 - [Idea: Two-factor authentication](#)
 - [Idea: Find nearest provider](#)
 - [Idea: Claim management variety](#)



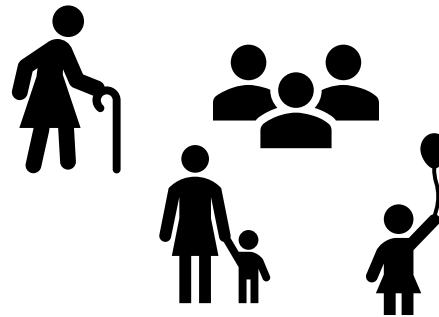
Top 15 – Functional Requirements

What almost everyone pointed out during the interviews

OpenIMIS should be able to distinguish between different target groups **in the same installation.**

These are:

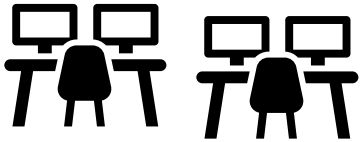
- formal sector workers
- informal sector workers
- pensioners
- civil servants
- prisoners



No 1 – Functional Requirements

Beneficiary Management

Beneficiary self management portal



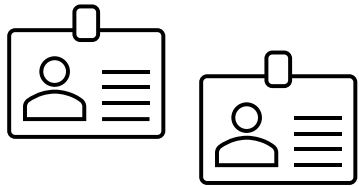
A beneficiary self-management portal which allows viewing and – to some extent - personal information changes on the platform:

- Beneficiary should see the claims paid by which provider
- Feedback on quality of services (not on medical interventions) could be included.
- Self-renewing functions for periodic payments
- Reminders (e.g. renewal activities, payment delays)

No 2– Functional Requirements

Beneficiary Management

Matching Provider ID - Patient ID



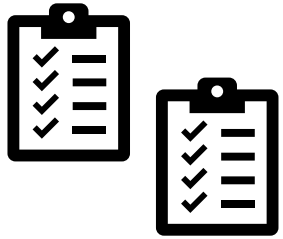
To prevent fraud and abuse, a matching function of the Beneficiary ID and the Service Provider ID can be useful.

Here it is imaginable that e.g. a doctor AND the patient have to scan a QR code at the same time to release the electronic medical record.

No 3 – Functional Requirements

Claim Management

Claim management variety



OpenMIS requires a function within the Claim Management Module in which the following models can be relatively easily customised for operational use:

- a) Conditional Cash Transfers
- b) Vouchers
- c) Result based financing

No 4– Functional Requirements

Claim Management

It was highlighted that many countries are expecting an improvement in the claim approval/rejection process.

Claim approval/rejection



There must be an option to send "claims for clarification" directly to the respective service provider to correct the service billing, if necessary.

No 5– Functional Requirements

Claim Management

Claims dispute and appeals – Dropdown fields



Currently, the justification field while reviewing a service or item in each claim is **allowed to be free text**.

This **creates an issue** that even the same reason might be written in different ways by different claim reviewers

Potential features solution: Justifications changed to a drop-down menu, with the items in drop down menu defined by claim reviews team of each implementation.

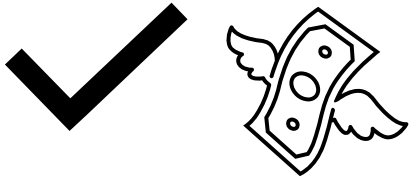
No 6 – Functional Requirements

Claim
Management

Performance paid payments

OpenIMIS should have a module which allows the **integration of performance-based payments.**

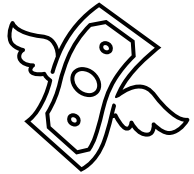
The module should include a logic which is adjustable as criteria may change over time.



No 7 – Functional Requirements

Claim Management

Customisation of cash benefits



OpenIMIS should define the different cash benefits through a straightforward user interface (probably in the admin area). These include e.g.

- Survivor Benefits
- Maturity Benefits
- Disability Benefits
- Sickness Benefits

This customisation should be possible **irrespective of the medical service provided** by the service providers. Customisation of provider payment benefits is something different.

No 8 – Functional Requirements

Contribution & Accounting

Compare predicted income
/actual payments

Especially for the formal sector, OpenIMIS must **compare the predicted payments through the contribution statement with the employer's actual payments.**

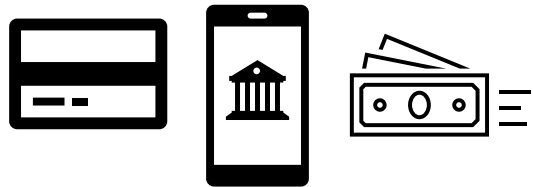
At present, the reconciliation of the desired contribution income and the bank account representing the actual cash receipts is often done manually.

However, OpenIMIS should not take over the role of an accounting system. However, APIs should be considered.

No 9 – Functional Requirements

Contribution & Accounting

Mobile Payment Gateways



There is an urgent need to connect OpenIMIS to mobile payment providers. These providers should be able to manage both incoming and outgoing mobile payments to/from OpenIMIS

OpenIMIS should provide standard interfaces to which existing mobile operators in relevant countries can connect. It does not make sense to embed too many mobile transaction tasks into the OpenIMIS core as the country specifications, and the mobile payment requests differ too much.

This is an urgent request: As standard interface is required rather than linking OpeniMIS to every country system individually

No 10 – Functional Requirements

Provider Management

Service provider assessment /
real time from beneficiary

Availability of a module that allows for real-time feedback from the patient after the treatment.

Triggers:

- a) active: client submits a feedback after his treatment with the doctor
- b) on demand: health insurer asks for feedback after submitting claims to specific customer

Note: The feedback should refer to the service/behaviour of a provider and not question medical necessities.

No 11 – Functional Requirements

Interoperability

Linkage to various registries

OpenIMIS should be able to communicate with different registries.

The medium-term goal would be for OpenIMIS to connect to different (standalone)registries.

For example:

- beneficiary registries or
- national social registries
- CRVS
- Facility Registry
- Provider Registry

No 12 – Functional Requirements

Document Management

Integrated Document Management

An integrated document management system would be helpful. Employers, in particular, have to send a large number of documents to the health financing operator, e.g.

- Income statement
- contribution statements
- worker registration

These should be quickly retrievable by the OpenIMIS user (e.g. pdf)

No 13 – Functional Requirements

Voucher Scheme

Voucher scheme function & Voucher stock management

- a) OpenIMIS should have a feature that allows the government to use the product only for cash payments and in-kind payments.
- b) OpenIMIS should get a function in which a "stock management" of vouchers is possible.

In simple terms, this means that it must be possible to trace which vouchers were issued to which person on which day. It should also be possible to trace the redemption of vouchers.

No 14 – Functional Requirements

Mobile app

Mobile App for beneficiaries

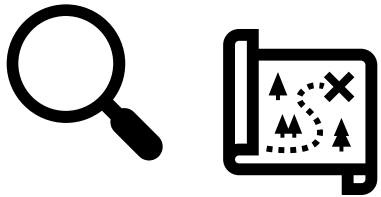
This wish has already been expressed several times. An app should exist through which the beneficiary can view the invoiced services of his/her doctor.

Different levels of detail are possible. It could be a straightforward SMS notification that services are being billed. Another option would include the possibility of intervention by the patient if something appears incorrect.

No 15– Functional Requirements

Mobile app

Mobile App - find provider



This wish has also been mentioned several times.

It is about providing an app with which the nearest provider can be located.

A selection option based on "specialisation" should be integrated here.

Top 16 – Functional Requirements

Case Inspection (Work Injury)

Create Inspection case &
Do status check



Availability of a function that allows to create aa) case for inspection. This is mainly to document accident incidents

The two main requirements are:

- a) Allowing the employer and/or the employee to submit an "accident case"
- b) Showing the accident case in OpenIMIS and allowing the operator to assess, inspect and approve/disapprove the work accident case

Thank you...



...and stay healthy !