



Informatica®

CVSHealth



Informatica Innovation Award
2020 WINNER

Enhancing Member Care:

CVS Health Reduces Data Quality Issues by 99%



"In the past, it took 6 months to generate files that are used for client reporting that can now be done in 2-3 days—a 95% reduction in manual effort to analyze data—allowing us to expand the scope of our project effort for critical clinical operations."

Joseph Fagnoni

Executive Advisor, Data & Analytics, CVS Health

Goals

Make healthcare more accessible, affordable, and seamless across all channels

Improve scalability of data processes to reduce costs and increase organizational agility

Bolster trust with stakeholders, clients, and members by providing clean, trusted data

Solution

Migrate legacy systems and prepare data sources for cloud computing environments

Automate file monitoring and data quality checks with Informatica Data Quality

Implement systematic quality controls that remove human error and mitigate risk

Results

Serve members faster by processing millions of benefits updates each month

Deliver reports in 2-3 days instead of 6 months, a 95% reduction in manual effort

Reduce potential data processing errors by 99%



Inside The Solution:

- Informatica Data Quality

About CVS Health

CVS Health is the leading health solutions company, delivering care in ways no one else can, wherever and whenever people need us. We help people navigate the health care system—and their personal health care—by improving access, lowering costs and being a trusted partner for every meaningful moment of health. And we do it all with heart, each and every day. Learn more at www.cvshealth.com.

Informatica Success Story: CVS Health

Headquartered in Woonsocket, Rhode Island, CVS Health is a diversified health services company with nearly 300,000 employees and 9,900 pharmacy locations across all 50 U.S. states, Washington D.C., and Puerto Rico. Built on a foundation of community presence, CVS Health operates an integrated model that includes CVS Caremark (pharmacy benefits), Aetna (health insurance), CVS Pharmacy, and innovative HealthHUB clinics, meeting people wherever they are to make healthcare more accessible, affordable, and seamless.

With a vast network of businesses, clients, and customers, CVS Health invested in data modernization to continually improve the quality of enterprise data, reduce costs through automation, and increase organizational agility. Most recently, in preparation for its move to the cloud, CVS Health also needed a partner to help accelerate the migration of legacy systems to modern cloud computing environments.

Serving Members Faster with Automated Quality Checks

CVS Health leveraged [Informatica Data Quality](#) to modernize the way it handles components of benefits administration within the Caremark Pharmacy Benefit Management line of business. Through automated quality checks, CVS Health achieved substantial efficiencies in data management, data facilitation, data movement, and decision making. With the help of Informatica, CVS Health delivered in three months a project that enabled the business to scale enterprise data reporting to unprecedented levels and remove human error from data processing.

“In the past, it took 6 months to generate files that are used for client reporting,” says Joseph Fagnoni, Executive Advisor, Data and Analytics at CVS Health. “That can now be done in 2-3 days—a 95% reduction in manual effort to analyze data—allowing us to expand the scope of our project effort for critical clinical operations.”

Reducing Data Quality Errors by 99%

Through these improved processes, CVS Health can process millions of benefits updates each month to better serve its members. Prior to the automation effort, this manual work was handled by a team of at least 20 data managers. Now, those resources can re-allocate time to other high-priority work, implementing new capabilities that support flexible benefit adjustments and reduce costs for clients and members. In addition, systematic quality controls help to ensure the highest levels of accuracy, reducing potential data errors by 99%.

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