



**Blue relay**

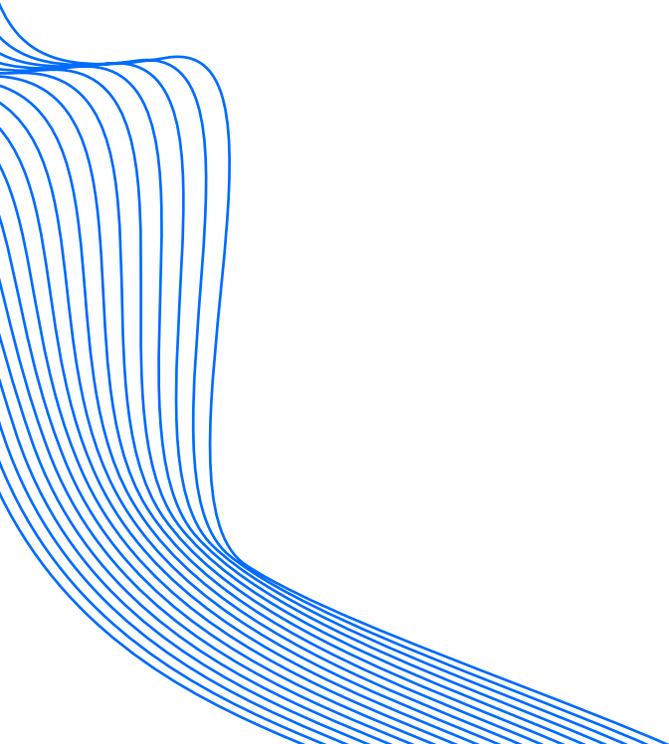
The Answer to Streamlining  
Quality Assurance

## Lay of the Land

Quality Assurance is one of the most important aspects of a streamlined material review process. A strong quality assurance program is the key to meeting member expectations and initiating changes that improve health plans, health outcomes and member satisfaction levels.

Having worked with a variety of service and health care providers, we have noticed that manual tools continue to be prevalent in quality assurance processes. Manual tools such as spreadsheets and emails are still widely used within organizations when collaborating on material QA tasks; not only for communicating status updates related to QA, but also for appropriately triaging updates on materials.

This leads to multiple applications being adopted across teams to triage material review updates, creating barriers and siloes across teams and reviewers. Material reviewers often spend vast amounts of time switching between applications, decreasing efficiency and making it difficult to understand the flow of their responsibilities. Further exasperating the problem, material team leaders struggle to get real-time visibility on where things are in the QA process. This creates a “wall of fog”, making it difficult for leaders to fully trust QA statuses in these applications because of the manual nature in which everything is being tracked and updated.



# The Solution

It became apparent within these organizations that a better solution was needed; one that would create a single source of truth for the entire QA cycle. The solution would require:

## Task Management

- Notifications & Alerts to keep everyone updated on task statuses.
- Discussion Boards to provide consolidated collaboration on materials and tasks.
- Checklists that ensure QA tasks are completed right the first time.

## Process Management

- Customizable, Automated Workflows that streamline QA cycles.
- Ability to quickly balance workloads to eliminate bottlenecks.
- SLA Management to ensure updates are completed on-time.

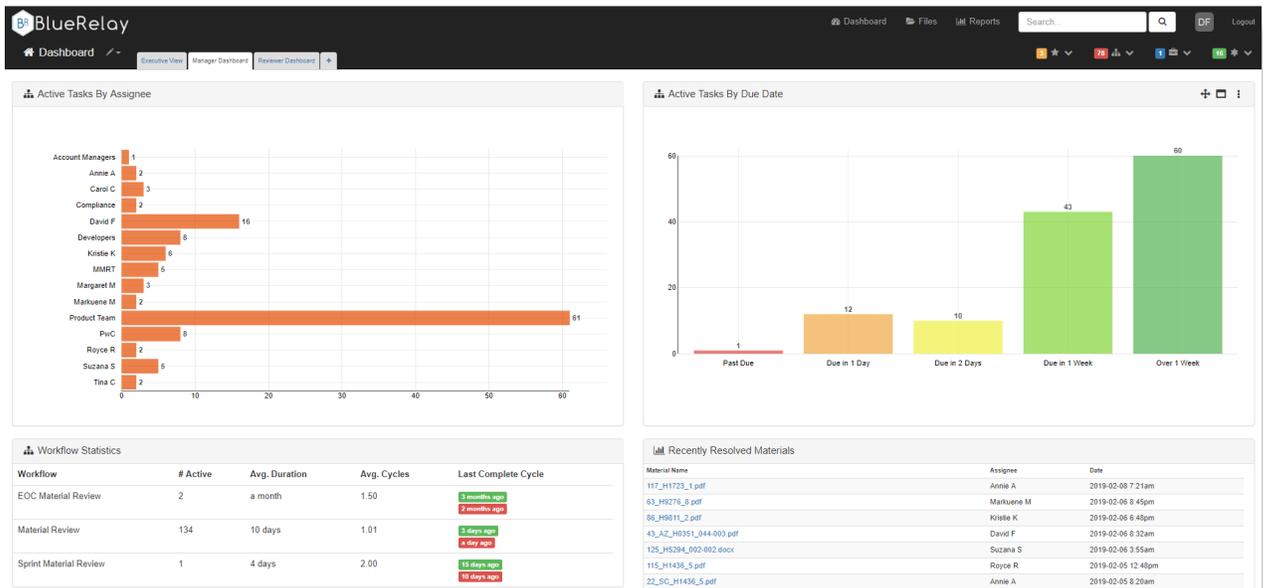
The screenshot displays the BlueRelay workflow editor interface. The top navigation bar includes the BlueRelay logo, a search bar, and user information (DF, Logout). The main area shows a workflow diagram with the following tasks and transitions:

- Initial Review** (Product Team, Due 1 week after activation) is the starting point.
- Transitions from Initial Review: **Issues Exist** leads to **Resolve Issues**; **No Issues, Develop Material** leads to **Develop Material**.
- Resolve Issues** (Account Managers, Due 1 week after activation) has a transition **Issues Exist** that loops back to Initial Review.
- Develop Material** (Developers, Due 1 week after activation) has a transition **No Issues, Develop Material** that loops back to Initial Review.
- Re-review** (Product Team, Due 3 weekdays after activation) is a separate task.
- MMRT Approval** (MMRT, Due 4 hours after activation) is a final task in the flow.

On the right, the **Initial Review** task configuration panel is visible, showing fields for Task, Description, Due (1 week), Assignees (Product Team), and Additional options. A **Save** button is located at the bottom of the panel.

## Business Insight

- Dashboards that can be customized to show insights based on roles & desired access.
- Business Intelligence Widgets that display real-time data for all tasks, processes and people.



## Conclusion

QA teams continue to adopt Blue Relay with one goal in mind: to create a trusted and compliant process that enables greater efficiency within their teams by streamlining and adding operational visibility to the entire QA process. Blue Relay has been trusted for over 10 years to provide QA teams with the task management, process management, and business insight they need to deliver consistent, strong health outcomes for their members.

## Get in Touch

[Contact us](#) at to learn more about how Blue Relay can optimize your QA processes in 2020.