

Case Study

Data
Analytics,
Technology,
& Process
Automation

Developing Innovative Data and Technology Solutions to Accelerate Claims Processing and Reduce Bias

Using technology and data management tools, like Neo4j and Databricks, National Consulting Partners collaborates with the US Department of Veterans Affairs (VA) to unlock answers to previously unanswered questions related to benefits claims processing

The Challenge

While VA has made incredible strides in improving its ability to efficiently process Veterans' benefits claims, the existing backlog of claims is growing, and process times are lengthening due to new rules and regulations that expand eligibility and increase the complexity of fulfilling claims overall. National Consulting Partners (NCP) is collaborating with leaders of the VA Automated Benefits Delivery (ABD) team, and our partners at IBM, on the development of a groundbreaking Neo4j graph database on the VA Summit Data Platform (SDP). This strategic initiative aims to leverage cutting-edge technology to uncover and address analytical questions crucial for claims process standardization, to assess skew and bias during the claims adjudication process, and serve as a model to explore the art of the possible within the VA enterprise. The introduction of this graph database represents a pioneering effort within VA, offering unparalleled scalability and querying capabilities that transcend the limitations of traditional databases.

Approach

NCP assumes a critical leadership role across multiple workstreams, combining our deep expertise in VA data with industry best practices to drive the successful implementation of the Neo4j graph database initiative. Our Program Management and Requirements team collaborates closely with VA leaders to meticulously define use cases and requirements tailored to the unique needs of the VA's claims adjudication process. This effort includes the development of analytical questions aimed at uncovering actionable insights and enhancing process standardization. Additionally, we have established Agile ceremonies and implemented robust and repeatable JIRA/Confluence management practices to ensure seamless coordination and transparency throughout the development lifecycle, fostering efficient progress tracking and stakeholder engagement

Results

Today, our Data Engineering is working to leverage the power of Databricks to execute Extract, Transform, Load (ETL) data from various sources within the VA ecosystem, including CorpDB, the Corporate Data Warehouse (CDW), VA Profile, and the VA / Department of Defense Identity Repository (VADIR). By harnessing the capabilities of Databricks, we streamline the integration of disparate datasets, ensuring data consistency and accuracy while laying the foundation for insightful analysis within the Neo4j graph database. Simultaneously, our Graph team leads development of intricate models and meticulously tests data to refine the graph schema, paving the way for a robust and scalable database architecture capable of accommodating the complexities within the VA's claims processing landscape. Through these concerted efforts, NCP remains committed to delivering a transformative solution that enhances the efficiency and effectiveness of the VA's claims adjudication process.

NCP Available Contract Vehicles

GSA MAS

541611
54151HEAL
54151S

Subcontractor to Vendors with Prime access to:

Alliant 2
VETS 2
VECTOR
IHT
T4NG / T4NG2

SDVOSB SOLE SOURCE

An acquisition can be established as a sole source award for an SDVOSB by the Department of Veterans Affairs and other Agencies through VAAR Part 819.7008 Sole source awards to a verified service-disabled Veteran-owned small business.



Contact Information

GEOFFREY AMES

Co-Founder & Vice President

Geoffrey.Ames@ncp-llc.com

(717) 903-6718