

System Vendor	Qualifying	System Product	Purpose	Types of Data	Primary custodian	Data Collection Frequency	Data Update Frequency
3M	Y	3M All Patient Refined DRG	Claims coding	Member Data	L.A. CARE IT	Daily	Daily
Act!	Y	Act! CRM Database	Tracking of Community Advisory Committee member contact information	Member Data	L.A. CARE IT	Daily	Daily
ADI	Y	ADI Time & Attendance	Time and attendance tracking application	Employee Data	L.A. CARE IT	Daily	Daily
Advantmed	Y	Advantmed ELEVATE! Portal	Electronic medical record chart retrieval portal	Member Data	L.A. CARE IT	Daily	Daily
LA Care internally developed	Y	Broker Agent Portal	Portal for insurance brokers selling L.A. Care commercial insurance product	Data on members of the public	L.A. CARE IT	Daily	Daily
Symplr / Cactus	Y	Cactus Provider Management Platform	Used to manage data about providers in L.A. Care's network	Provider Data	L.A. CARE IT	Daily	Daily
Canon	Y	Canon Therefore	File storage and workflow tool used internally	Member Data	L.A. CARE IT	Daily	Daily
Cisco	Y	CISCO Noble Systems	Dialing tool used for outbound calling campaigns to members and others	Member Data	L.A. CARE IT	Daily	Daily
Cisco	Y	Cisco Unified Contact Center Enterprise (UCCE)	Cisco phone system including Interactive Voice Response system used by the public and members	Member Data	L.A. CARE IT	Daily	Daily
Cisco	Y	Cisco Unified Intelligence Center (CUIC)	Call reporting tool that is part of Cisco phone system	Member Data	L.A. CARE IT	Daily	Daily
Cognizant TriZetto	Y	Claimisphere	Database application used to collect and report data relating to Healthcare Effectiveness Data and Information Set (HEDIS) requirements from the National Committee on Quality Assurance (NCQA)	Member Data	L.A. CARE IT	Daily	Daily
Cognizant TriZetto	Y	Clinical CareAdvance	Care management application, integrated with QNXT membership application. Being replaced over time by Synternet application. Used to track member care management plans, authorizations for care, and cases	Member Data	L.A. CARE IT	Daily	Daily
LA Care internally developed	Y	Community Resource Center Scheduler	Appointment-scheduling tool for visitors to Community Resource Centers. Built on Salesforce platform.	Member Data	L.A. CARE IT	Daily	Daily
SAI Global Compliance	Y	Compliance 360	Used by L.A. Care Compliance to track a variety of compliance activities including fraud	Member Data	L.A. CARE IT	Daily	Daily
Concur	Y	Concur Travel & Expense	Legacy L.A. Care travel and expense management software	Employee Data	L.A. CARE IT	Daily	Daily
American Diabetes Association (ADA)	Y	Diabetes Disease Management	Validate that diabetes care plans developed by L.A. Care meet ADA standards	Member Data	L.A. CARE IT	Daily	Daily
DocuSign	Y	DocuSign Enterprise Pro Edition	Electronic signature application used with contracts and other legal documents	Employee Data	L.A. CARE IT	Daily	Daily
DynaFile	Y	Dynafile	Document management tool used in various L.A. Care departments. Handles scanned and faxed documents	Member Data	L.A. CARE IT	Daily	Daily
eConnect	Y	eConnect	Health Information Exchange (HIE) application to feed information about admissions, discharges, and transfers of L.A. Care members in hospitals and other care facilities	Member Data	L.A. CARE IT	Daily	Daily
eConnect	Y	E-CONSULT	Supports provider consultation process for L.A. Care providers	Member Data	L.A. CARE IT	Daily	Daily
Collective Medical Technologies	Y	EDIE PreManage (Health Information Exchange)	Health Information Exchange (HIE) vendor that provides data on admissions of L.A. Care members to emergency rooms to enable care coordination.	Member Data	L.A. CARE IT	Daily	Daily
Edifecs	Y	Edifecs Encounters Management	Encounters Management system	Member Data	L.A. CARE IT	Daily	Daily
LA Care internally developed	Y	Electronic Load of Delegated Authorizations	Application to load data about delegated authorizations for care to L.A. Care members	Member Data	L.A. CARE IT	Daily	Daily
Microsoft	Y	Exchange	Electronic mail system used throughout L.A. Care	Member Data	L.A. CARE IT	Daily	Daily
LA Care internally developed	Y	Exempt Grievance	Application used by Customer Solution Center team to document Exempt Grievances from members	Member Data	L.A. CARE IT	Daily	Daily
Healthcare Informatics	Y	Facility Site Review Scheduling	Application used for scheduling and recording results of provider facility inspections	Provider Data	L.A. CARE IT	Daily	Daily
LA Care internally developed	Y	Facility Site Review Tool	Application used to record results of medical record review and offices for provider assignments as a Primary Care Provider for L.A. Care members	Member Data	L.A. CARE IT	Daily	Daily
LA Care internally developed	Y	Family Resource Center	Application used by Community Resource Center staff to create visits for members	Member Data	L.A. CARE IT	Daily	Daily
GoldMine	Y	Goldmine	Customer Relationship Management software used by L.A. Care as part of sales process for commercial product line	Data on members of the public	L.A. CARE IT	Daily	Daily
LA Care internally developed	Y	Grievance and Appeals Database	Application used to track and manage Appeals and Grievances submitted by members	Member Data	L.A. CARE IT	Daily	Daily
Reveleer	Y	Health Data Vision	Application used gather medical records of L.A. Care members for analysis for risk adjustment and analysis of quality	Member Data	L.A. CARE IT	Daily	Daily
Health Dialog	Y	Health Dialog	Application used with Nurse Advice Line service offered to L.A. Care members	Member Data	L.A. CARE IT	Daily	Daily
LA Care internally developed	Y	Health Education Referral Form	Application used to collect and process referrals for members to receive education on health topics related to their care	Member Data	L.A. CARE IT	Daily	Daily
LA Care internally developed	Y	Health Information Form	Application that collects information from members about their current conditions, treatments, language preferences, and level of mobility	Member Data	L.A. CARE IT	Daily	Daily
Health Literacy Innovations	Y	Health Literacy Advisor	Application used to evaluate literacy level required to comprehend documents intended for members	Member Data	L.A. CARE IT	Daily	Daily

SB272 Enterprise System Catalog

System Vendor	Qualifying	System Product	Purpose	Types of Data	Primary custodian	Data Collection Frequency	Data Update Frequency
Healthcare Fraud Shield	Y	Healthcare Fraud Shield	Application used to analyze data to detect potential cases of fraud, waste, and abuse in care to L.A. Care members	Member Data	L.A. CARE IT	Daily	Daily
Zipari	Y	HealthX Member Portal	Web portal used by L.A. Care members to request assistance, identify Primary Care Providers, and other functions.	Member Data	L.A. CARE IT	Daily	Daily
Healthy Data Systems	Y	Healthy Data Systems/EZ Tracker	Application used in Facility Site Review process, including Medical Record review, and collaboration with other managed care providers in L.A. County	Member Data	L.A. CARE IT	Daily	Daily
SAP	Y	Human Resource Information System, AKA Employee Central	Human resources application used to manage a variety of activities for L.A. Care employees and contingent workers	Employee Data	L.A. CARE IT	Daily	Daily
Hyperion	Y	Hyperion Database	Database application used to store information from a variety of internal business processes, some of which include member data	Member Data	L.A. CARE IT	Daily	Daily
Optum	Y	Impact Intelligence	Application used to perform analysis of member data for assessing cost, risk, and quality	Member Data	L.A. CARE IT	Daily	Daily
Optum	Y	Impact PRO	Analytics application used to analyze member information to categorize and stratify members for risk rating.	Member Data	L.A. CARE IT	Daily	Daily
Informatica	Y	Informatica Enterprise Data Catalog	Suite of software tools used to categorize and manage enterprise data for use in a variety of reporting and operational applications	Member Data	L.A. CARE IT	Daily	Daily
Informatica	Y	Informatica Master Data Management	Application that supports identification of master data across L.A. Care's various systems	Member Data	L.A. CARE IT	Daily	Daily
LA Care internally developed	Y	Intelligent Desktop	Application built on Salesforce platform used by customer service agents in L.A. Care's Customer Service Center	Member Data	L.A. CARE IT	Daily	Daily
LA Care internally developed	Y	LACC Enrollment Portal	Web portal used by prospective members to submit information used in verifying their eligibility for L.A. Care's Covered California product	Data on members of the public	L.A. CARE IT	Daily	Daily
LA Care internally developed	Y	Master Provider Database	Database application used to store master information on contracted and non-contracted Providers to L.A. Care members	Provider Data	L.A. CARE IT	Daily	Daily
State of California	Y	Medi-Cal Health Database (Automated Eligibility Verification System)	AEVS application is used by L.A. Care to determine eligibility for Medi-Cal coverage for members	Member Data	L.A. CARE IT	Daily	Daily
U.S. Government - Centers for Medicare and Medicaid Services (CMS)	Y	Medicare Advantage Prescription Drug System	CMS system used by L.A. Care to exchange data with the Federal government related to Medicare/Medicaid members ('dual eligibles'), as required by Medicare	Member Data	L.A. CARE IT	Daily	Daily
U.S. Government - Centers for Medicare and Medicaid Services (CMS)	Y	Medicare Automated Eligibility Verification System	Eligibility verification application for Medicare	Member Data	L.A. CARE IT	Daily	Daily
LA Care internally developed	Y	Medicare Medical Records Review	Part of the legacy Facility Site Review application; used to gather medical records for members in relation to claims submitted to L.A. Care	Member Data	L.A. CARE IT	Daily	Daily
SAP	Y	Member Payment Application of L.A.Care	Enables members and customer service agents on behalf of agents to make payments to L.A. Care	Member Data	L.A. CARE IT	Daily	Daily
Optum	Y	Member360	Application used in L.A. Care enrollment process to track enrollment transactions by members	Member Data	L.A. CARE IT	Daily	Daily
NICE	Y	NICE Call Monitoring and Recording System	Application that records phone calls to L.A. Care's Customer Service Center, and provides reports for auditors.	Member Data	L.A. CARE IT	Daily	Daily
Healthx	Y	Online Provider Directory (HealthX)	Directory of providers contracted with L.A. Care. Used by members to find and select a Primary Care Provider	Provider Data	L.A. CARE IT	Daily	Daily
Plunet	Y	Plunet	Workflow application used to coordinate translation and interpretation requests from members	Member Data	L.A. CARE IT	Daily	Daily
LA Care internally developed	Y	Process Communication Tracking	Application used internally to track Appeals and Grievances from members	Member Data	L.A. CARE IT	Daily	Daily
LA Care internally developed	Y	Provider Data Management	Application that displays data in L.A. Care's Master Provider Database. Used to maintain provider data	Provider Data	L.A. CARE IT	Daily	Daily
Healthx	Y	Provider Directory HealthX	Application used internally to look up providers in order to provide assistance to members	Provider Data	L.A. CARE IT	Daily	Daily
LA Care internally developed	Y	Provider Dispute Resolution	Application used to track disputes between L.A. Care and providers over claims and related issues	Provider Data	L.A. CARE IT	Daily	Daily
LA Care internally developed	Y	Provider Relations	Internal application used to track cases involving L.A. Care and providers	Provider Data	L.A. CARE IT	Daily	Daily
Cognizant TriZetto	Y	QNXT Enterprise Core Administration System	Application used to track membership, eligibility, customer service, and contracts, and to process claims	Member Data	L.A. CARE IT	Daily	Daily
RightFax	Y	RightFax	Application used to send and receive fax transmissions, specifically in connection with authorizations for member treatment	Member Data	L.A. CARE IT	Daily	Daily
Jaegger	Y	Sciquest	Contracts management application used for L.A. Care's contracts with various vendors	Data on members of the public	L.A. CARE IT	Daily	Daily
Microsoft	Y	SharePoint	Application used to create workflow applications, store documents.	Member Data	L.A. CARE IT	Daily	Daily

SB272 Enterprise System Catalog

System Vendor	Qualifying	System Product	Purpose	Types of Data	Primary custodian	Data Collection Frequency	Data Update Frequency
Microsoft	Y	Solomon Accounting Software (Microsoft Dynamics)	Accounting application being replaced by SAP over the next two years.	Member Data	L.A. CARE IT	Daily	Daily
SAP	Y	Success Factors / Employee Central	Application used to manage employee data including recruiting, compensation, training, and benefits	Employee Data	L.A. CARE IT	Daily	Daily
Alchemer	Y	SurveyGizmo	Application used to survey users of L.A. Care's translation and interpretation services	Member Data	L.A. CARE IT	Daily	Daily
SurveyMonkey	Y	SurveyMonkey	Application used to build, distribute, and analyze survey responses. Surveys go to members, providers, and employees	Member Data	L.A. CARE IT	Daily	Daily
Thrasys	Y	SyntraNet	Care management application used by L.A. Care to develop and management care plans for our members	Member Data	L.A. CARE IT	Daily	Daily
SAP	Y	Systems, Applications and Products (SAP)	Accounting application that replaces Solomon for all L.A. Care accounting needs	Member Data	L.A. CARE IT	Daily	Daily
Cisco	Y	Voicemail	Application that records voice messages for L.A. Care users.	Member Data	L.A. CARE IT	Daily	Daily
Waterfield	Y	Waterfield IVR	Interactive Voice Response system provided to enable L.A. Care commercial members to make premium payments	Member Data	L.A. CARE IT	Daily	Daily
WebEx	Y	WebEx	Web conferencing tool used across L.A. Care departments	Member Data	L.A. CARE IT	Daily	Daily