

A Full-Service Model for Effortless Upgrades

Stay Up To Date Without The Strain

Burgess® provides a full-service model that includes development and software code as well as deployment of software updates. We upgrade features, APIs, and CMS, Medicaid, clinical, and third-party content, along with any necessary security and infrastructure changes approximately every two weeks to achieve maximum industry compliance.

Our cloud-based delivery model:

- Reduces IT lift and maintenance delays
- Enables rapid, remote updates
- Delivers centralized, accurate data

Timely updates provide:

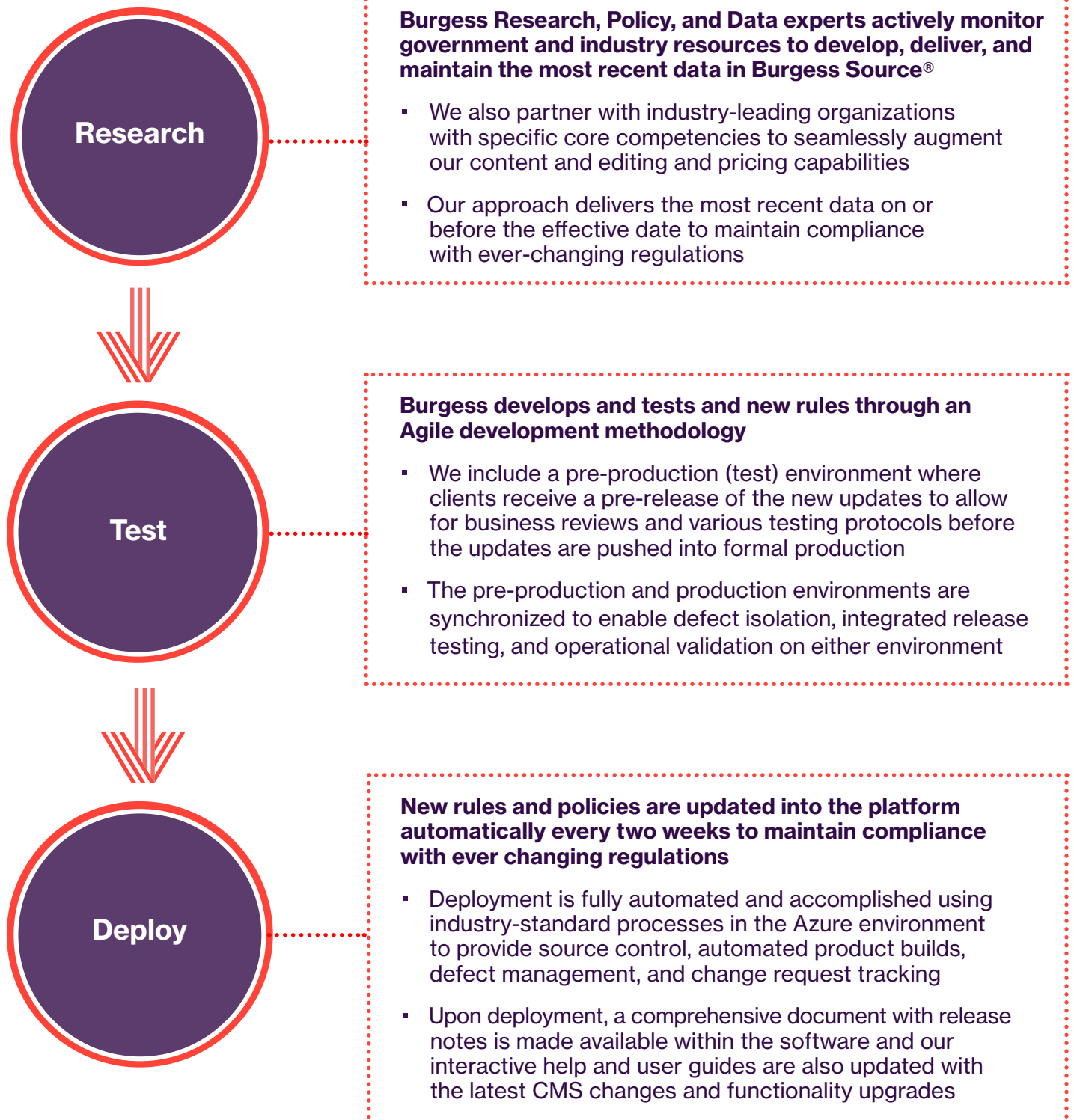
- Industry-leading CMS, Medicaid, Clinical, and other third-party compliance data
- Continuous policy review, maintenance, and establishment of new edits
- Instantaneous on/off edits and creation of custom edits or exceptions through our easy to navigate user interface.

Timely updates improve cost avoidance by as much as 31%*.

Burgess delivers seamless upgrades once every two weeks.



Rapid Data Updates to Maintain Payment Integrity



More About Our Full-Service Model

What's included in the scheduled maintenance period?

Burgess performs all software updates, including installing, testing, and promoting to production all new functionality and government rules available in the software upgrade. During each update cycle, our Product team makes a variety of changes to the software, including bug fixes, updates, and new edits.

We notify our clients in advance of any high-impact product updates or major policy changes from a workflow, financial, or compliance perspective.

How many versions are supported?

We only have one active version of Burgess Source, as all clients are automatically upgraded once every two weeks. This enables us to focus our efforts on quality assurance practices instead of maintaining and supporting multiple versions simultaneously.

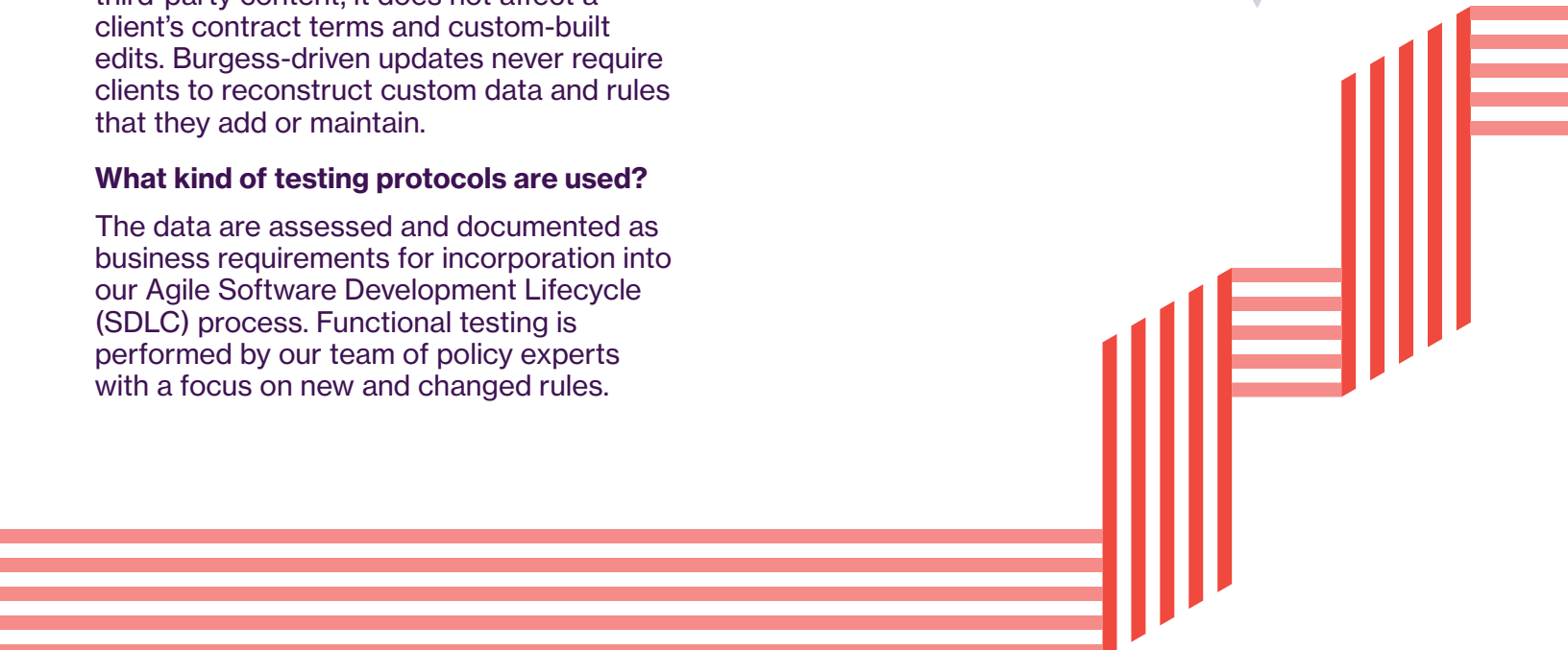
How do updates impact existing customization?

All Burgess Source business rules, including modified and custom edits, are logically separated from the underlying data. When Burgess deploys updates to native and third-party content, it does not affect a client's contract terms and custom-built edits. Burgess-driven updates never require clients to reconstruct custom data and rules that they add or maintain.

What kind of testing protocols are used?

The data are assessed and documented as business requirements for incorporation into our Agile Software Development Lifecycle (SDLC) process. Functional testing is performed by our team of policy experts with a focus on new and changed rules.

A comprehensive document with release notes showing the impact on every individual edit and pricer accompanies each deployment, along with the appropriate CMS and Medicaid citations, when appropriate.



About Burgess

Burgess®, a HealthEdge company, is a team of engineers, designers, policy analysts, data scientists, and business leaders who believe the thoughtful use of technology can transform the flow of resources in the American healthcare system. Our platform, Burgess Source®, is the only solution that natively brings together accurate regulatory data, pricing, editing, real-time analytics, claims modeling tools, and sophisticated network payment configuration in a single source. This enables clients to make payments with total confidence, improve relationships with providers, and make smarter business decisions.

To learn more about Burgess Source, visit the burgessgroup.com or contact info@burgessgroup.com or 800.637.2004.

About HealthEdge

HealthEdge provides modern, disruptive healthcare IT solutions that health insurers use to leverage new business models, improve outcomes, drastically reduce administrative costs, and connect everyone in the healthcare delivery cycle. Its next-generation enterprise solution suite, HealthRules, is built on modern, patented technology and is delivered to customers via the HealthEdge Cloud or onsite deployment. In 2020, HealthEdge was acquired by Blackstone. HealthEdge's integrated solution suite includes [HealthRules Payor®](#), Altruista Health's [GuidingCare](#) and [Burgess Source®](#). Follow [@HealthEdge](#) on Twitter or on [LinkedIn](#).

