

SB 272 Enterprise Systems Catalog

Last Updated February 24, 2022

#	Vendor	Product	Purpose	Data Category	Custodian	Collection Frequency	Update Frequency
1	Adaptive Insight	Adaptive	Budget forecasting	Finance Data	Finance	As Needed	As Needed
2	Adobe	Acrobat Standard, Pro	Desktop productivity	Other	Information Technology	As Needed	As Needed
3	ADP	HR	HR payroll software	Other	Human Resources	Daily	Daily
4	ADP	Workforce Now	Human capital management (HR and Payroll)	Payroll and Personnel Data	Finance, Human Resources	Daily	Daily
5	Coffey Communications	Public Website	GCHP public website hosting and content management	Other	Communications	As Needed	As Needed
6	Conduent	HSP iTransact PROVIDER Portal	Eligibility / Claims inquiry, authorization request	Claims, Member, Provider Data	Operations	Daily	Daily
7	Conduent	HSP Meditrac Claims and Encounters Processing System	Claims processing, eligibility, provider information, authorizations	Claims, Member, Provider Data	Operations	Daily	Daily
8	Conduent	KWIK	Inquiry request tracking and routing	Claims, Member, Provider Data	Conduent	Daily	Daily
9	ConnectWise	ConnectWise Managed Help Desk	Service desk management	Other	Information Technology	Daily	Daily
10	Constant Contact	Constant Contact	Email marketing system	Other	Communications	As Needed	As Needed
11	Crow Canyon Software	Contract Management for Share Point	Vendor contract administration (non-provider)	Finance Data	Finance	Daily	Daily
12	Crow Canyon Software	Facility Maintenance and Work Orders	Facilities service management	Other	Facilities	Daily	Daily
13	DocuSign	DocuSign eSignature	Electronic signature	Other	Provider Network Operations	Daily	Daily
14	Edifecs	CORE	Provides CORE services to providers who choose to use it (HIPAA-mandated)	Provider	Operations	Daily	Daily
15	FloQast	FloQast	Accounting close management	Finance Data	Finance	Daily	Daily
16	Granicus	Open Platform, Government Transparency Suite, Encoding	Administer and manage GCHP public meetings	Public Meeting Data	Clerk of the Commission	As Needed	As Needed
17	Inovalon	Quality Measurement, Reporting & Improvement	Inovalon MCAS / HEDIS®, Managed Care Accountability Set / Health Plan Effectiveness Data Information Set	Other	Quality Improvement	Daily	Daily

#	Vendor	Product	Purpose	Data Category	Custodian	Collection Frequency	Update Frequency
18	KnowBe4	Enterprise Security Awareness Training	Enterprise security awareness training	Other	Information Security	As Needed	As Needed
19	LinkedIn	LinkedIn Learning	Online professional education and training	Other	Human Resources	Daily	Daily
20	Manifest Medex	Manifest Medex	HIE Data	Member Data	Information Technology	As Needed	As Needed
21	MHK	Medical Management System	Utilization and Care Management, Grievance & Appeals	Medical Management, Grievance & Appeals, Health Education Data	Health Services, Health Education, Grievance & Appeals	Daily	Daily
22	Microsoft	Access	Custom business applications	Other	Information Technology	Daily	Daily
23	Microsoft	Microsoft Windows Professional	Creation and organization of digital work product and running of applications	Other	Information Technology	Daily	Daily
24	Microsoft	Microsoft Windows Server	File, print, and application services	Other	Information Technology	Daily	Daily
25	Microsoft	Office 365 / SharePoint	Intranet, desktop productivity, email, calendaring	Other	Information Technology	Daily	Daily
26	Microsoft	Project Web Application	Portfolio and project management	Other	Information Technology	Daily	Daily
27	Microsoft	SQL Server	Relational database management system	Other	Information Technology	Daily	Daily
28	Milliman	MedInsight	Business intelligence tool	Other	Decision Support Services	Daily	Daily
29	Milliman	Milliman Advanced Risk Adjusters	Population health risk assessment	Other	Decision Support Services	Daily	Daily
30	Multi-View	Multiview	Accounting system	Financial Data	Finance	Daily	Daily
31	OnSolve	Send Word Now	Emergency and mass notification	Other	Human Resources	As Needed	As Needed
32	Open Text	RightFax	Faxed - scanned document repository	Document Management	Information Technology	Daily	Daily
33	Optum	iCES	Claims validation / edit system	Claims Data	Conduent	Daily	Daily
34	Proxyclick SA	Proxyclick	Visitor management	Other	Facilities	Daily	Daily
35	Quest Analytics	Quest Analytics Suite & Accuracy Services	Provider network adequacy analysis and reporting; provider directory data quality validation	Provider Data	Operations	As Needed	As Needed
36	SAI Global	Compliance 360	Compliance management, policy management	Other	Compliance	As Needed	As Needed

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37	SAP	Litmos	Learning management system	Other	Human Resources	Daily	Daily
38	ShoreTel	IP Telephony, Communicator	Integrated Voice over IP telephone and voicemail system	Other	Information Technology	Daily	Daily
39	SolarWinds	Web Help Desk	Service desk ticketing and management	Other	Information Technology	Daily	Daily
40	Symplr	eVIPs / Symplr Provider Data Management System	Provider data management system for credentialing, data management, and contracting	Provider Data	Operations	As Needed	As Needed

Notes:

In accordance with 6270.5., this document is available on the GCHP website, goldcoasthealthplan.org, and may be requested by contacting the Plan's [Clerk of the Board](#). This document is updated annually. For this document, an enterprise system is a multidepartment system of record.

This catalog excludes: (A) Information technology security systems, including firewalls and other cyber security systems. (B) Physical access control systems, employee identification management systems, video monitoring, and other physical control systems. (C) Infrastructure and mechanical control systems, including those that control or

manage street lights, electrical, natural gas, or water or sewer functions. (D) Systems related to 911 dispatch and operation or emergency services. (E) Systems that would be restricted from disclosure pursuant to Section 6254.19. of the Government Code. (F) The specific records that the information technology system collects, stores, exchanges, or analyzes. (d) Nothing in this section shall be construed to permit public access to records held by an agency to which access is otherwise restricted by statute or to alter the process for requesting public records, as set forth in this chapter.