

SB 272 Enterprise Systems Catalog

Last Updated July 1, 2019

#	Vendor	Product	Purpose	Data Category	Custodian	Collection Frequency	Update Frequency
1	Adaptive Insight	Adaptive	Budget forecasting	Finance Data	Finance	As Needed	As Needed
2	ADP	Workforce Now	Human capital management (HR and Payroll)	Payroll and Personnel Data	Finance, Human Resources	Daily	Daily
3	Advantasure	Claims	Claims system	Claims, Member, Provider Data	Conduent	Daily	Daily
4	Coffey Communications	Public Website	GCHP public website hosting and content management	Other	Communications	As Needed	As Needed
5	Conduent	KWIK	Inquiry request tracking and routing	Claims, Member, Provider Data	Conduent	Daily	Daily
6	ConnectWise	ConnectWise Managed Help Desk	Service desk management	Other	Information Technology	Daily	Daily
7	Constant Contact	Constant Contact	Email marketing system	Other	Communications	As Needed	As Needed
8	Crow Canyon Software	Facility Maintenance and Work Orders	Facilities service management	Other	Facilities	Daily	Daily
9	Granicus	Open Platform, Government Transparency Suite, Encoding	Administer and manage GCHP public meetings	Public Meeting Data	Clerk of the Commission	As Needed	As Needed
10	MedHOK	Medical Management System	Utilization and Care Management, Grievance & Appeals	Medical Management, Grievance & Appeals, Health Education Data	Health Services, Health Education, Grievance & Appeals	Daily	Daily
11	Microsoft	Access	Custom business applications	Other	Information Technology	Daily	Daily
12	Microsoft	Microsoft Windows Professional	Creation and organization of digital work product and running of applications	Other	Information Technology	Daily	Daily
13	Microsoft	Microsoft Windows Server	File, print, and application services	Other	Information Technology	Daily	Daily
14	Microsoft	Office 365 / SharePoint	Intranet, desktop productivity, email, calendaring	Other	Information Technology	Daily	Daily
15	Microsoft	Project Web Application	Portfolio and project management	Other	Information Technology	Daily	Daily

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16	Milliman	MedInsight	Business intelligence tool	Other	Decision Support Services	Daily	Daily
17	Milliman	Milliman Advanced Risk Adjusters	Population health risk assessment	Other	Decision Support Services	Daily	Daily
18	Multi-View	Multiview	Accounting system	Financial Data	Finance	Daily	Daily
19	N/A (Proprietary)	PNDB	Provider data management	Provider Data	Operations	As Needed	As Needed
20	Open Text	RightFax	Faxed - Scanned Document Repository	Document Management	Information Technology	Daily	Daily
21	Optum	iCES	Claims validation / edit system	Claims Data	Conduent	Daily	Daily
22	Proxyclick SA	Proxyclick	Visitor management	Other	Facilities	Daily	Daily
23	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
24	SAI Global	Compliance 360	Compliance management, policy management	Other	Compliance	As Needed	As Needed
25	Send Word Now	Send Word Now	Emergency and mass notification	Other	Operations	As Needed	As Needed
26	ShoreTel	IP Telephony, Communicator	Integrated Voice over IP telephone and voicemail system	Other	Information Technology	Daily	Daily

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.