REIMAGINE BUSINESS PROCESS USING PAYER DIGITAL MANAGED SERVICES

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Healthcare payers are disrupted by various factors like rising cost, uncertain regulatory environment, operational inefficiencies and lack of flexibility in core systems which are hampering their digital transformation efforts. Health plans and TPAs strive to improve operational performance, increase auto-adjudication and first pass rate to remain competitive, reduce costs and be compliant with the regulatory mandates.

Hexaware's solutions helps payers in re-imagining and reengineering their business processes, using a unique combination of intelligent automation, digital technologies, design thinking and agile approaches. We call this engagement model as Digital Managed Services(DMS). Our accelerators, industry best practices, and engagement model help payers & TPAs to increase auto-adjudication and first pass rate and deliver automation enabled value, without any fear of revenue cannibalization.

Hexaware takes on the operation of a payer business process, learns and progressively automates, while guaranteeing target state savings, right from the start of the relationship.

Delivering Transformational Change through our Solutions

Business Drivers	Hexaware's Transformational Solutions
Rising Cost due to business process inefficiencies	• **Intelligent Automation (AI + ML)** with a focus on accuracy • **Platform agnostic Digital Operations Command Centre** tool for enterprise wide management of automated Ops
Non-flexible core systems that make customization difficult	• **Non-intrusive method** to improve execution efficiency of legacy core • **Partnership with Best of Breed RPA Tools Vendor -** Automation Anywhere, WorkFusion, UiPath, BluePrism and Pega OpenSpan • **Configuration Manager** which enables **Operators to be "Automaters"** by giving them ability to configure business logic with minimal IT intervention
Temporary workarounds and patches adding to complexities	• **Enterprise-wise holistic approach to intelligent automation** • **Institutionalized knowledge** - framework, templates & knowledge repositories; process prioritization, value stream mapping, automation assessment, business maps, automated test suite
Data residing in multiple systems with no consolidated view	• **Unified view of data from multiple systems** which provides operators with relevant consolidated information required to complete a process
Fluctuating volumes and inefficient manual processing	• **Fearlessly automate** without fear of revenue cannibalization • **Flexible engagement models** as per customer needs

Hexaware's Payer Digital Managed Services (DMS)

Hexaware helps **Payers to drive better cost control, by improving efficiencies and overcoming functional deficiencies and gaps in legacy systems.** Payer DMS provides the right mix of services and solutions, to achieve operational excellence, agility and business growth. Hexaware understands that to realize enterprise-wise operational benefit, there needs to be a holistic approach of automation with accuracy and target reduction of effective cost of processing claims. The automation will be achieved through RPA and Intelligent Automation (using NLP & ML).

Payer DMS Differentiators

Seasoned Player: Close to 12+ years of healthcare BPS experience and consistently recognized as leaders in BPS industry by leading analyst firms

Skin in the Game: Hexaware's Digital Managed Services help payers in solving the above-mentioned problems, with a guaranteed upfront savings of 30-50%, thus having skin in the game. The actual percentage of optimization would be derived after assessment of underlying processes of the payer system.

Transformational Delivery Capabilities: Partnership with Best of Breed RPA tool vendors; Institutionalized knowledge- Framework, templates & knowledge repositories; different engagement models starting from creation of bots to more comprehensive end to end operation support based on customer needs.

Domain Expertise: Hexaware's payer BPS team consists of over 350 domain certified IT consultants dedicated to IT project delivery and over 400 claims processing specialists. Clients include one of the Top Pharmacy Benefits Manager, one of largest Global Health Insurance and Care providers and one of largest Third-Party Administrator in US.

Automate Progressively without any fear of Revenue Cannibalization: We help in completely transforming the payer operations, through progressive automation, guaranteeing target state savings, right at the beginning of the engagement. We provide an enterprise wide management of automated operations through our digital operations command center, configuration manager and consolidated dashboard.

Payer DMS Solution Accelerators

- **Digital Operations Command Centre (DOCC) -** For enterprise wide real time monitoring of processes and for managing automated operations
- **Configuration Manager -** Ability to respond to business rules changes rapidly with minimal or no intervention from the technical team
- **Unified Screen -** Bots and/or screens developed that aggregates data from multiple systems and presents an unified view
- **RoboBank & RoboTest –** Repository of payer bots and end to end automated testing tool for bot operation

Economic Benefits

- 30-50% reduction in customer acquisition & claims processing cost
- Rapid ROI
- Elimination of repeat work and reduced manual effort

Operational Benefits

- 24x7 operations with standardized business process
- Enhanced speed of operation
- Ability to manage volume fluctuations
- Greater focus on accuracy
- AI/ ML driven operations

Strategic Benefits

- Better compliance to Medical Loss Ratio (MLR) requirements
- Guaranteed upfront savings of 30-50%, enabling additional strategic digital investments
- Insights & analytics

Success story - End to end BPS support for claims operations for one of USA's largest third-party administrators specializing in health care administration services

Hexaware has been providing Healthcare claims processing services for more than 12+ years for the client. We have been involved in various automation/optimization initiatives. Hexaware's BPS practice has identified various processes that can be automated or optimized thereby providing significant cost reduction and efficiency improvement for the client.

For instance, we designed, and built RPA led coordination of benefits process, with the primary carrier. Our business process services' team developed an intuitive RPA bot for auto calculation, and for eliminating manual efforts, resulting in 30% increase in efficiency and improved accuracy. Our solution helped in achieving substantial cost savings by over 50% reduction in full time employees. The processes were re-engineered to create leaner processes and we were able to process 5 M + claims with 99.5% accuracy.

About Hexaware

Hexaware is the fastest growing next-generation provider of IT, BPO and consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight by 'Powering Man Machine Collaboration.' We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy— 'Automate Everything, Cloudify Everything, Transform Customer Experiences.' We serve customers in Banking, Financial Services, Capital Markets, Healthcare, Insurance, Manufacturing, Retail, Education, Telecom, Professional Services (Tax, Audit, Accounting and Legal), Travel, Transportation and Logistics. We deliver highly evolved services in Rapid Application prototyping, development and deployment; Build, Migrate and Run cloud solutions; Automation-based Application support; Enterprise Solutions for digitizing the back-office; Customer Experience Transformation; Business Intelligence & Analytics; Digital Assurance (Testing); Infrastructure Management Services; and Business Process Services. Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

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