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# LEADING MEDICAID MCO SUCCESSFULLY NAVIGATES MARKET CHANGES THROUGH LEAN OPERATIONS



Our client, a leading multi-state Medicaid MCO in the US, serves over 2 million members with Government plans and services. They managed their claims and enrollment functions on FACETS and sought ways to curtail operational expenses while amplifying customer delight.

## Key Challenge

### Conquering Cost Complexity

In response to the challenging cost dynamics within the local healthcare sector, the client sought swift measures to curtail expenses. Their objective centered on securing application maintenance services for over 300 applications, including FACETS customer interfaces, custom extensions and business portals.



## The Solution

### Ensuring Effortless Enrollment

As a strategic partner, Infosys not only provided the required services but additionally deployed the Infosys FACETS Upgrade tool to minimize manual efforts. In the same vein, new Standard Operating Procedures (SOPs) were created toward improved self service.

### Upgrading Tools to Uplift Self-Service



#### Easy Enrollments

Automated file creation to standardize processes for all new members



#### Reduced External Dependency

Process documentation for all Claims and Enrollment interfaces, including handbooks and FAQs



#### Maximized Performance

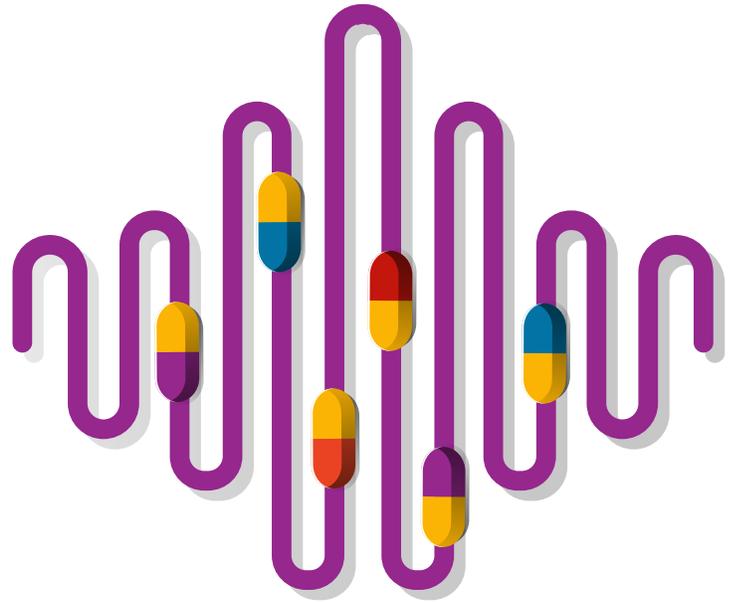
Permanent fixes for repeated failures and reduced Tidal job failures

## Benefits

Infosys' outcome-oriented approach with a multi-year managed services model consistently supported the client with measurable benefits, ensuring customer satisfaction at scale—from stakeholders and employees to customers.

- **Reduced Operational Costs**  
A **25% reduction** in tickets during the first year, resulting in **30% reduction** in operational expenses
- **Increased Productivity**  
**35% increase** in overall workflow and efficiency, expediting the claims processing
- **Improved Customer Satisfaction**  
A resounding **25% increase** in NPS

Leveraging the capabilities of Infosys, our client was able to aid millions across the United States, ensuring that affordable healthcare remains accessible to everyone in need.



## Infosys Healthcare Practice

Infosys empowers healthcare organizations to streamline intricate ecosystems, uniting processes, data and core systems. By forging seamless connections across the value chain, we pave the way for harmonized healthcare journeys that enhance connectivity between members and patients, fine-tune operational costs and orchestrate speed-to-market.

Learn more about how we enable organizations to amplify their possibilities and drive transformative growth.

[www.infosys.com/healthcare](http://www.infosys.com/healthcare)



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