

## Accountable Care Organization (ACO) Solution for Payors

*Enabling improved patient outcomes at lower total cost*

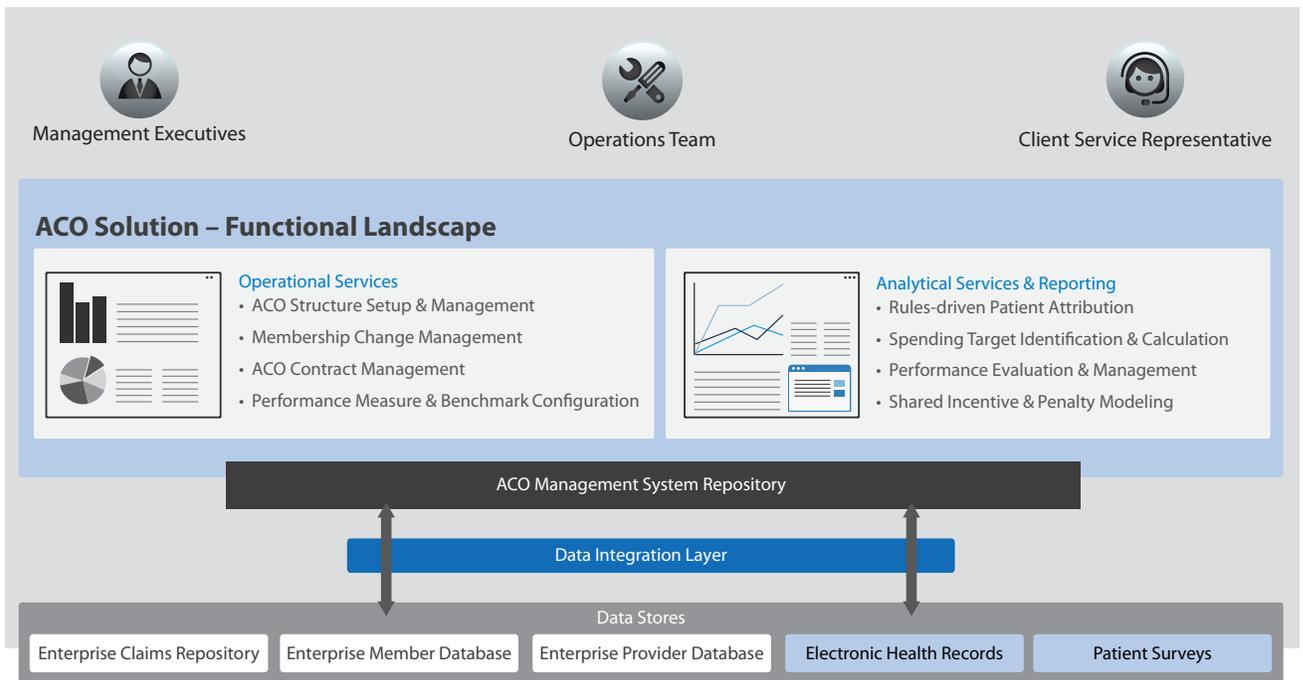
The U.S. healthcare industry faces spiraling costs and disparities in the quality of care delivered. These issues can be attributed to the predominant fee-for-service reimbursement model that rewards quantity over quality, and a disjointed system of healthcare delivery that has resulted in redundancies and gaps in care delivery. ACOs introduced by the Patient Protection and Affordable Care Act (PPACA) encourages and incentivizes patient-centric and coordinated care, aiming to improve patient outcomes and reduce overall cost of care.

Although ACOs are primarily targeted at healthcare providers, healthcare payors also have an opportunity to benefit financially from efficient resource utilization and reduction of redundant services. They can also transfer some financial risk to the ACOs, if they do not achieve the defined quality and costs targets. However, payors will need to develop a set of integrated IT and operational capabilities to support this new delivery model.

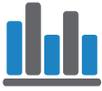


### Solution Overview

Infosys' ACO Solution for Payors combines portals and a comprehensive analytical platform, to offer an integrated system for effective management of ACOs – including both operational and analytical services.



## ACO Solution – Key Features



Ready statistical models to forecast claim costs and utilization, simulate shared savings payout



Configurable role-based dashboards for quality reporting



Configurable performance evaluation framework to support multiple standards



Pre-built portals for operational and financial management



Financial decision support to track program value

## Value Proposition



### Effective ACO Management

We integrate operational and analytical services in a single solution, which helps reduce disparities in implementation and improves productivity.



### Accelerated Time-to-Market

Our solution is ready-to-deploy and technology-agnostic, with configurable solution components that can help build support for an ACO in a short period of a few months.



### End-to-End Cost and Quality Management

Our solution provides an integrated, 360-degree view of an ACO program to identify inefficiencies and improvements.



### Lower Cost and Complexity

We combine consulting, program management and business process services to deliver end-to-end capabilities needed to implement and manage an ACO.



### Consulting

- ACO Program Roadmap Definition
- Performance Evaluation Framework Definition
- Reimbursement Model Design



### Program Management

- Solution Implementation and Rollout
- Systems Integration
- Custom Application Development
- User Training & Support



### Business Process Services

- Provider Contracting & Contract Management
- Network Adequacy Validation & Provider Recruitment
- Customer Relationship Management

## Case Studies

### Fortune 100 Health Plan

Implemented a provider reimbursement model to support scalable ACO expansion with responsibility for care management and quality.

### A Blue Cross Blue Shield Plan

Implemented a web portal to support Patient Centered Medical Home with increased care coordination and improved quality of critical care service.

## About Infosys Public Services

Infosys Public Services (IPS) is a U.S. based subsidiary of Infosys (NASDAQ: INFY), a global business consulting & technology services company.

IPS helps healthcare & public sector organizations transform, innovate and optimize to build tomorrow's enterprise. We blend 30 years of commercial best practices with innovative industry solutions, best-of-breed partner content and proven execution to deliver measurable business value with predictability.



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