



INFOSYS HEALTHCARE ANALYTICS SOLUTION SUITE

*Actionable insights to engage consumers, improve health
and quality of care, and reduce costs*

Infosys®

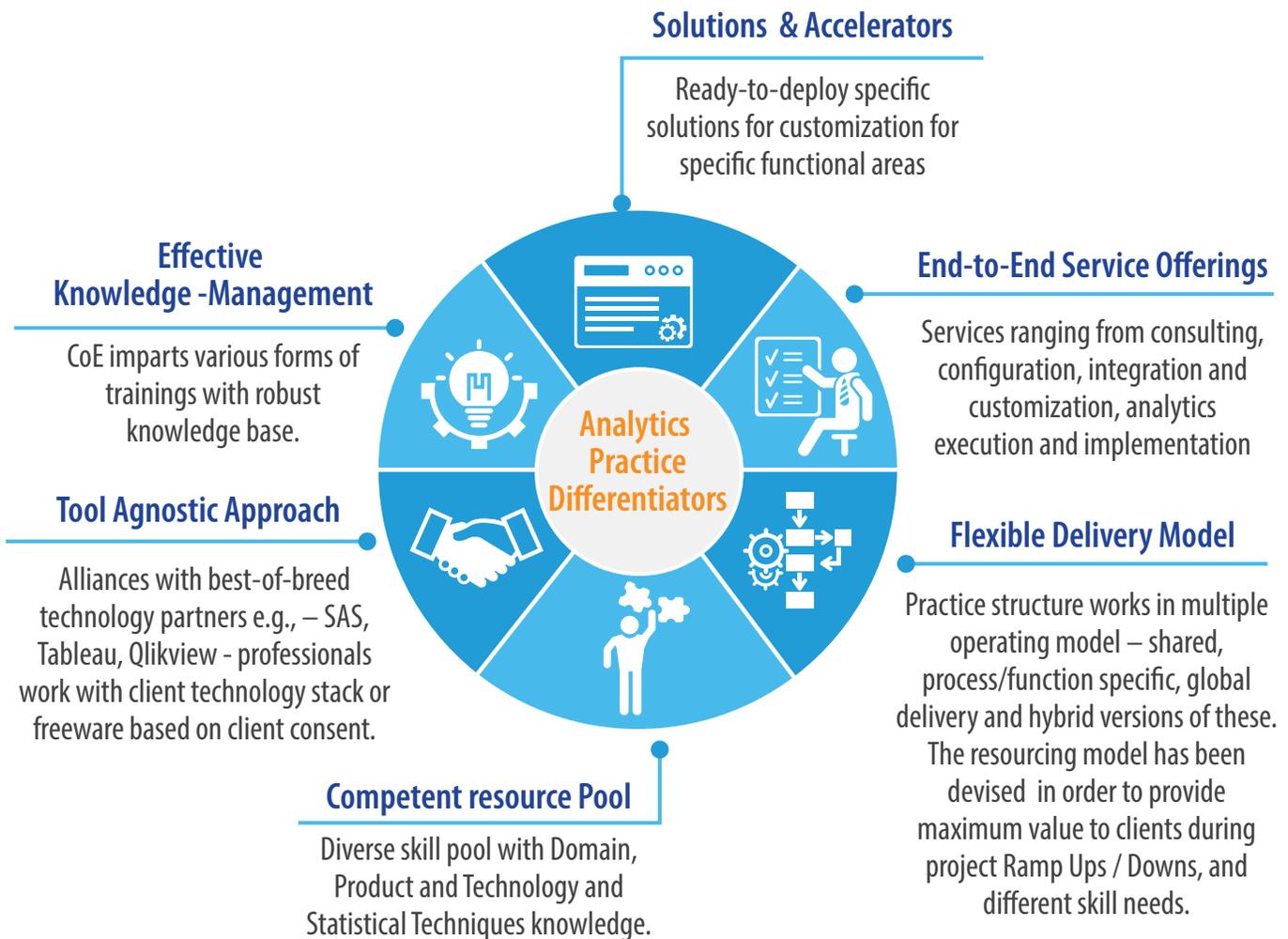
Overview

The Patient Protection and Affordable Care Act (PPACA) mandate of universal health insurance and medical loss ratio (MLR), the threat of losing members when health insurance exchange proliferates, etc., are some of the challenges healthcare payers face. The increased competition and the need to reduce administrative costs while enhancing member experience has necessitated a transformation

across the payer value chain – including sales and marketing, operations, care management, provider management, member management, IT, and finance and compliance. Competing on analytics using data-driven insights to formulate and implement strategies will be a major focus area for healthplans and is expected to be one of the top investment areas for health care organizations.

Healthcare Analytics solution from Infosys

allows payers to accelerate their innovation agenda, differentiate their products and service, enhance customer experience, and achieve greater operational efficiency. This proven and effective modular framework for multidisciplinary change enables payers to shift their strategic and operational priorities, and take advantage of the Patient Protection and Affordable Care Act (PPACA).



Healthcare Analytics

Solution Suite – Highlights

Accountable Care

Combines portals, dashboards and a comprehensive analytical platform to support end-to-end accountable care organization (ACO) management

Patient-Centered Medical Home (PCMH)

Provides end-to-end offering from care coordination to primary care physician (PCP) reimbursement and related performance analytics

Value-Based Benefit Design (VBBD)

Demonstrates end-to-end capabilities for designing benefits, with decision support

capabilities as well as return on investment (ROI) prediction and monitoring

Care Analytics

Employs analytics-driven insights to aspects of care management – such as case management, disease management, health and wellness, and utilization management

Member Switchover

Provides member retention planning using analytics for predicting likely member base that can switch, along with predicting profitability and calculating lifetime value

Member Liability Estimator

Predicts member's payment liabilities based on statistical analysis of historical data

ICD-10 Neutrality Analytics

Provides next-generation clinical and financial BI capabilities by discovering the information needed to analyze and detect risks, trends and opportunities for neutralizing the transitional impact of ICD-10 across the enterprise

Medical Loss Ratio Optimization

Supports medical loss ratio optimization with analytics as per the mandate, with configuration of cost bases

Provider-Network Performance Management (PNPM)

Measures and manages performance of providers and contracting processes, along with network adequacy assessment

Value Proposition

- **Customizable and Modular**

Modules can be cherry-picked with relevance to the business, and then be seamlessly integrated to be used in silos or in combination, with no compromise on user experience. Ready-to-deploy reusable components & industry solutions for key business problems

- **COE with tool agnostic data scientists and statisticians**

Leverage the modules to create an intelligent ecosystem – consisting of healthplan staff, members, providers and brokers – that is agile and works to implement decisions based on real-time information

- **Optimizing Operations**

Multiple operational models enabling flexible ramp up and ramp down.

- **Agile Operations with end-to-end ownership of services**

The service-oriented architecture (SOA) and interoperability layer enables the IT team to effect changes without touching the base code or reuse for different purposes, ensuring end-to-end ownership from prescriptive consultation to enabling implementation services.

Case studies

Fortune 100 Health Plan

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

National Health Plan

Developed a preferred provider database based on performance metrics to support P4P program, helped promote the client's brand image

A Blue Cross Blue Shield Plan

Implemented a Web portal to support PCMH with increased care coordination and improved quality of critical care service

National Health Plan

Defined a strategy and implemented an end-to-end solution with redefined process modeling to achieve MLR compliance



For more information, contact askus@infosys.com



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