

## iHealthAnalytics - Provider Network & Performance Management

Though the healthcare reform is aimed at improving the accessibility to care, it will have significant impacts on how the health plans design their provider networks, contract with providers and reimburse them for the services rendered as well. With the recent reforms and changes in the healthcare industry, there is also an increased pressure on the payers to reduce administrative cost to remain competitive. With Provider Network Management being a significant contributor to the administrative cost, payers are looking at ways to improve the efficiency of network management and the contracting processes to keep costs under control. Since the current provider reimbursement methods (fee-for-service & capitation) provide little impetus for providers to improve the quality of care delivered, payers are also looking at options to reimburse providers on the basis of the outcomes delivered rather than on the number of services.

Infosys iHealthanalytics Provider Network & Performance Management (PNPM) framework provides a comprehensive business intelligence platform to manage provider life cycle processes including provider contracting, credentialing, provider operations, network adequacy optimization and provider performance management. PNPM enables in-depth analysis to monitor and measure performance of provider networks and network operations team against established benchmarks and offers valuable insights that can be used for planning and efficiency improvements.

### Offering and Features

The framework provides a robust platform to monitor and align provider performance to the goals set. PNPM provides a suite of features to help payers implement and effectively administer Pay for Performance programs to reimburse providers based on the quality of care. The PNPM framework offers:

- **Real-time Alerts** - Proactive alerts triggered based on abnormal trends in provider performance to take corrective actions and minimize business risks
- **Role-based Dashboards** - Role-based, customizable and actionable dashboards to provide valuable insights into the overall performance of providers and networks
- **Simulation and What-if Analysis** - Simulation and sensitivity analysis tools are bundled with the tool/framework to support decision making for payers
- **Provider Profiling and Scorecard** - Comparative profiling and Scorecards for providers based on their performance

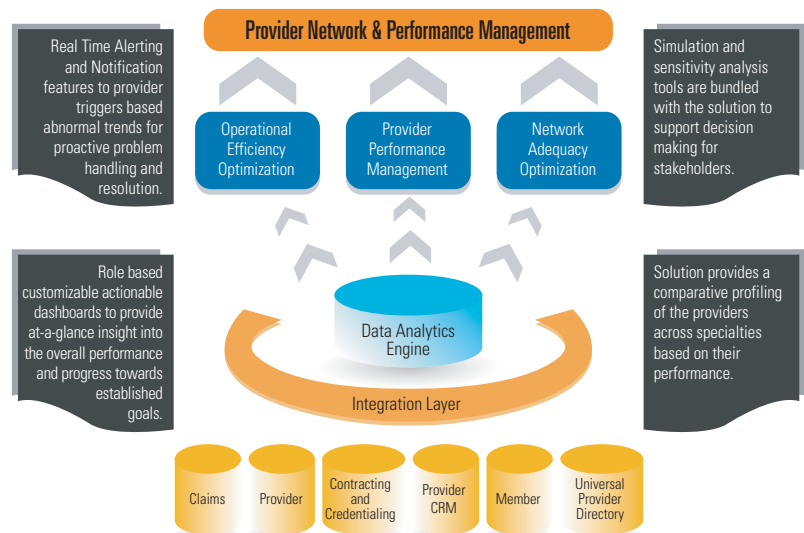
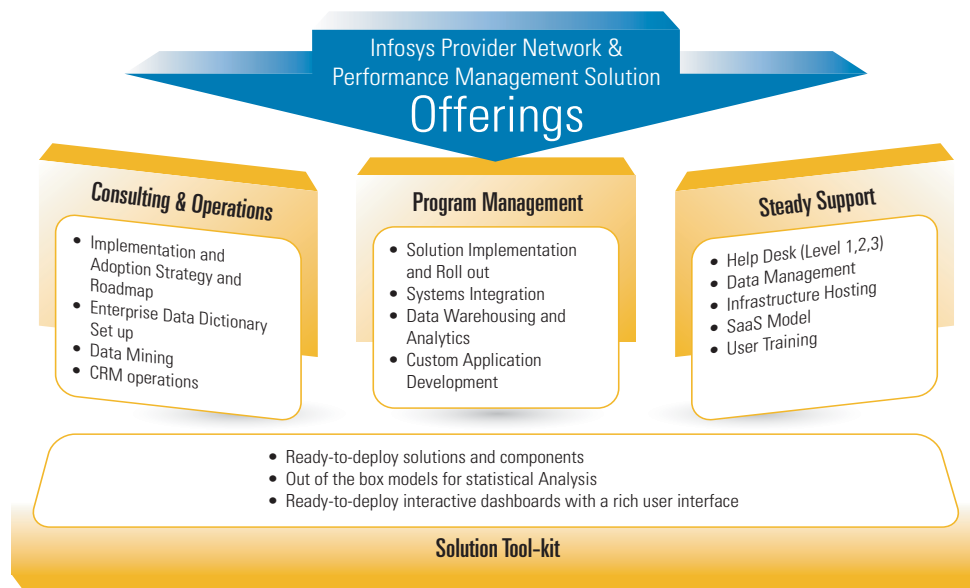


Fig. iHealthAnalytics - PNPM offering - Functional Landscape



- **Proactive Performance Management:** Real-time alerts help proactively monitor performance and take corrective actions to minimize business risk
- **Flexible and Adaptive to Changing Standards:** Solution is flexible and can easily accommodate new KPI's based on standards released by CMS and other organizations
- **Complete Performance Management Framework:** Cutting-edge holistic framework which helps leverage personalized user dashboards, performance metrics, scorecards and in-depth analytical capabilities to enhance performance

## Service Offerings



## Value Proposition

- >> **Optimized Decision Making Support:** Optimized operations and provider life cycle management by up to 15% with the help of best-in-class analytical capabilities, comprehensive reports & statistical models combined with real-time data aggregation, intuitive dashboards and workflow management.
- >> **Quick Implementation at Lower Total Cost of Ownership:** The solution is equipped with customizable analytics framework with adaptability to all types of data and communication standards. This allows health plans to reduce time to production while leveraging existing investments leading to lower cost of ownership.
- >> **Competent Resource Pool & Delivery Excellence:** Large number of data mining and statistical modeling consultants, strong CRM operations. Leveraging our engagement accelerators, governance models, process tools, and templates to deliver integration and analytical services with high quality, productivity and reliability at significantly lower cost and in reduced time.

## Allied services

### iTransform

ICD10 transition Impact and Implementation Services

Facilitates organizational preparedness starting with blue printing and readiness assessment followed by a comprehensive evaluation of all the impacted business functions and application portfolios, finally concluding with testing, pilot execution and Go-Live.

### iHealthAnalytics

Healthcare Analytics Solution and Services

Ready-to-Deploy customizable Solutions and Framework for business intelligence based analytics as well as related operational solutions around top priority focus areas in healthcare industry with adaptability towards existing infrastructure of the organizations.

### Infrastructure Management

Our Range of Services is geared to keep your operations running smoothly and reduce costs. Services include infrastructure planning, auditing, data center and application management and help-desk services.

### IT Strategy Definition

Deliver a strong business case or write a winning grant application by leveraging Infostys Value Realization Method™ for IT Strategy and Roadmap definition, which provides clear visibility into value realization, which is measured as Free Cash Flow.

# Infostys®

POWERED BY INTELLECT  
DRIVEN BY VALUES

## About Infostys

Many of the world's most successful organizations rely on Infostys to deliver measurable business value. Infostys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

For more information about Infostys (NASDAQ:INFY), visit [www.infostys.com](http://www.infostys.com)

For more information, contact [askus@infostys.com](mailto:askus@infostys.com)

[www.infostys.com](http://www.infostys.com)