

## PROVIDER NETWORK AND PERFORMANCE MANAGEMENT

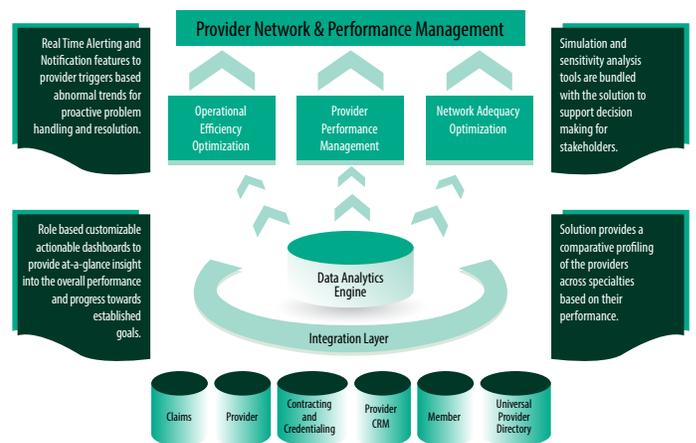
Though the healthcare reform is aimed at improving the accessibility to care, it will have significant impacts on how the health plans design their provider networks, contract with providers and reimburse them for the services rendered as well. With the recent reforms and changes in the healthcare industry, 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 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



PNPM offering - Functional Landscape

## BENEFITS

- **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



VALUE PROPOSITION

- **Customizable and Scalable:** This solution has configurable framework across different business intelligence platforms, adaptable with payer as well as CRM systems and hence can leverage existing investments. This Solution is scalable and viable for all claim platforms and is adaptable to all types of data/ communication standards
- **Accuracy in output due to combination** of statistical as well as real-time data aggregation models, with rule based service groups configured for member's existing health conditions
- **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

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