

## Payer Administration

The healthcare industry is undergoing disruptive changes at a fast pace. Part of the reason is that the market and customer expectations are experiencing a tectonic shift – they are changing faster than the time health plans and providers take to adopt digital technologies. Customers

are now used to the ease of access and simplified point-of-sales, that retailers are offering, and expect health plans to provide the same.

This is possible only if companies adopt digital solutions like business

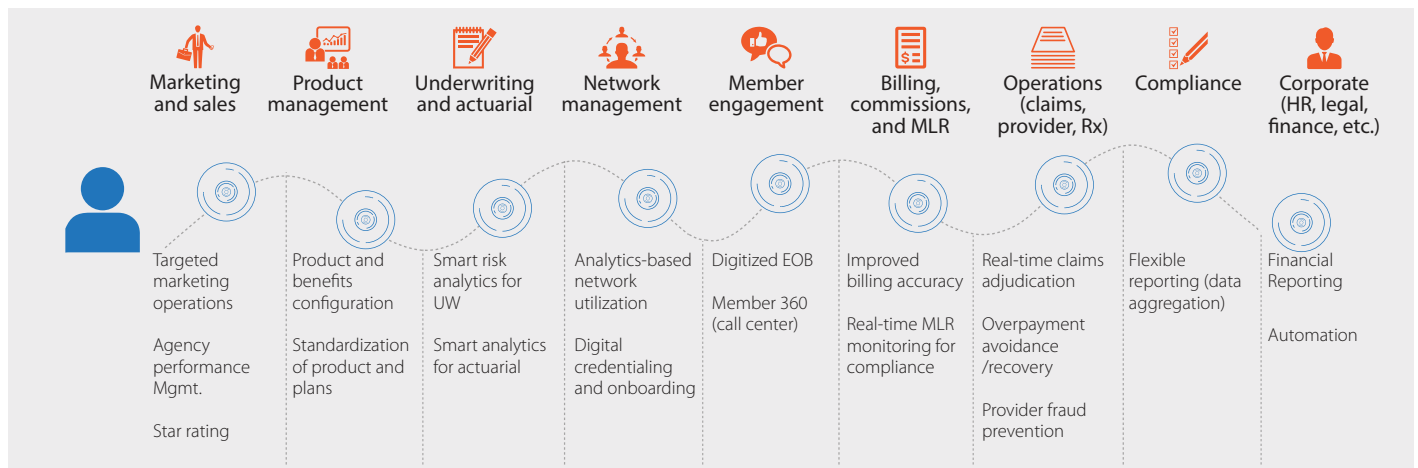
intelligence tools and social media at the administrative levels to gain the edge to cater to customers. The right tools will also pave the way ahead for health plans to get new clients and retain existing ones with seamless administration processes that can lead to smooth health plan delivery.

## Digital opportunities in payer administration

Digital tools can empower health plans to transform the way administrative processes are rolled out.

They can have an impact at various levels like marketing and sales, product

management, underwriting and actuarial processes, and network management.



## Our key specialties

### Customer service

- IVR and portal functionality to drive adoption of self-service tools
- Self-service tools to direct members to 'best value' provider network
- Standard procedures, policies, and toolsets that utilize a single source of truth

### Enrollment and eligibility

- Improve straight-through processing for enrollment
- Seamless case install process
- Automated workflow and data transfer between case installation and other functions
- Direct data linkage between client portal and underlying systems to offer visibility to clients

## SG and A takeout

- Print deflection
- Call deflection and avoidance
- Automation of manual back-office processing in care services

## Operational improvement

- EMR optimization
- RCM transformation
- Hospital performance management
- Chart abstraction

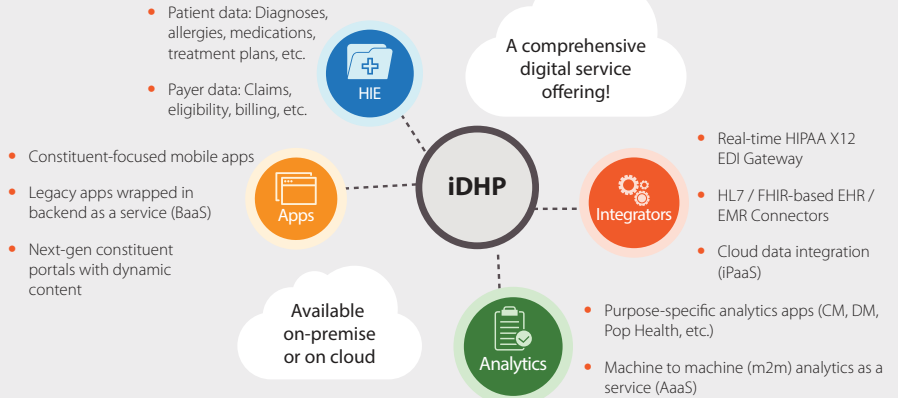
## Investigative

- Fraud analytics
- Overpay / underpay analytics

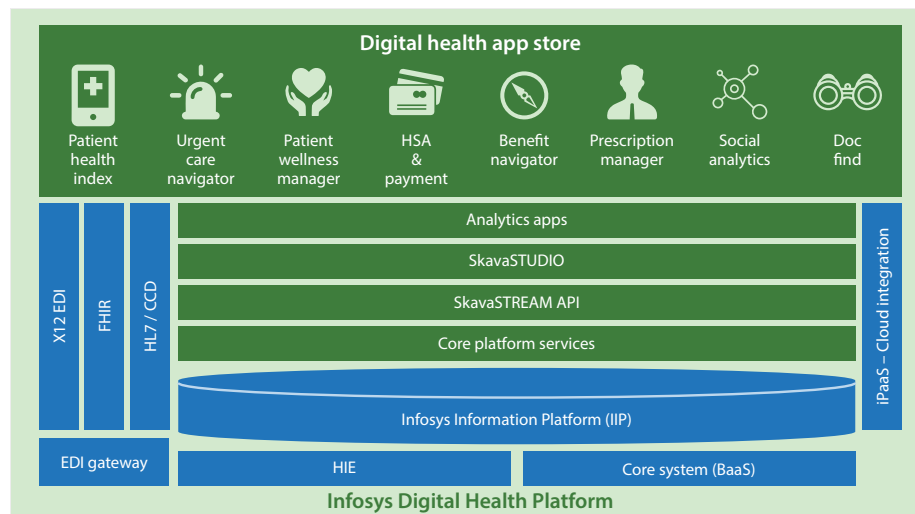
## How can Infosys help?

### Infosys Digital Health Platform

Infosys Digital Health Platform (iDHP) is an ecosystem of applications connected real-time, serving constituents with intelligent information



## Payer / Provider digital ecosystem powered by Infosys digital health platform



### Payer / provider applications portfolio

Portal / tablet and smartphone-based B2C and B2B applications

### Analytics applications

Purpose-specific m2m analytics solutions

### Easy-to-use web-based tool

For building and managing applications across multiple devices

### Standardized API layer

It is independent of specific retailer or client

### Core platform building blocks

Services and features that enable rapid development and ensure performance and security

### Data lake

Data ingestion and analysis platform

### Clinical data repository and claims data

Data from EHR / EMR systems + data from payer systems

## How we help our clients:

- **Modernize portal sites and mobile apps:** Enable rapid enhancement of portal and mobile app capabilities for health plans looking to revamp their customer engagement channel
- **E-commerce and m-commerce enable marketplace line of business:**

Develop ability to take premium billing payments for individual and exchange line of business members

- **Enhance member (customer) experience:** Digitize member-centric functionality like ID card, EOB, eligibility verification, etc.

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

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