AI Led Automation for Healthcare Enterprise

Case in point - Provider Data Management (PDM)

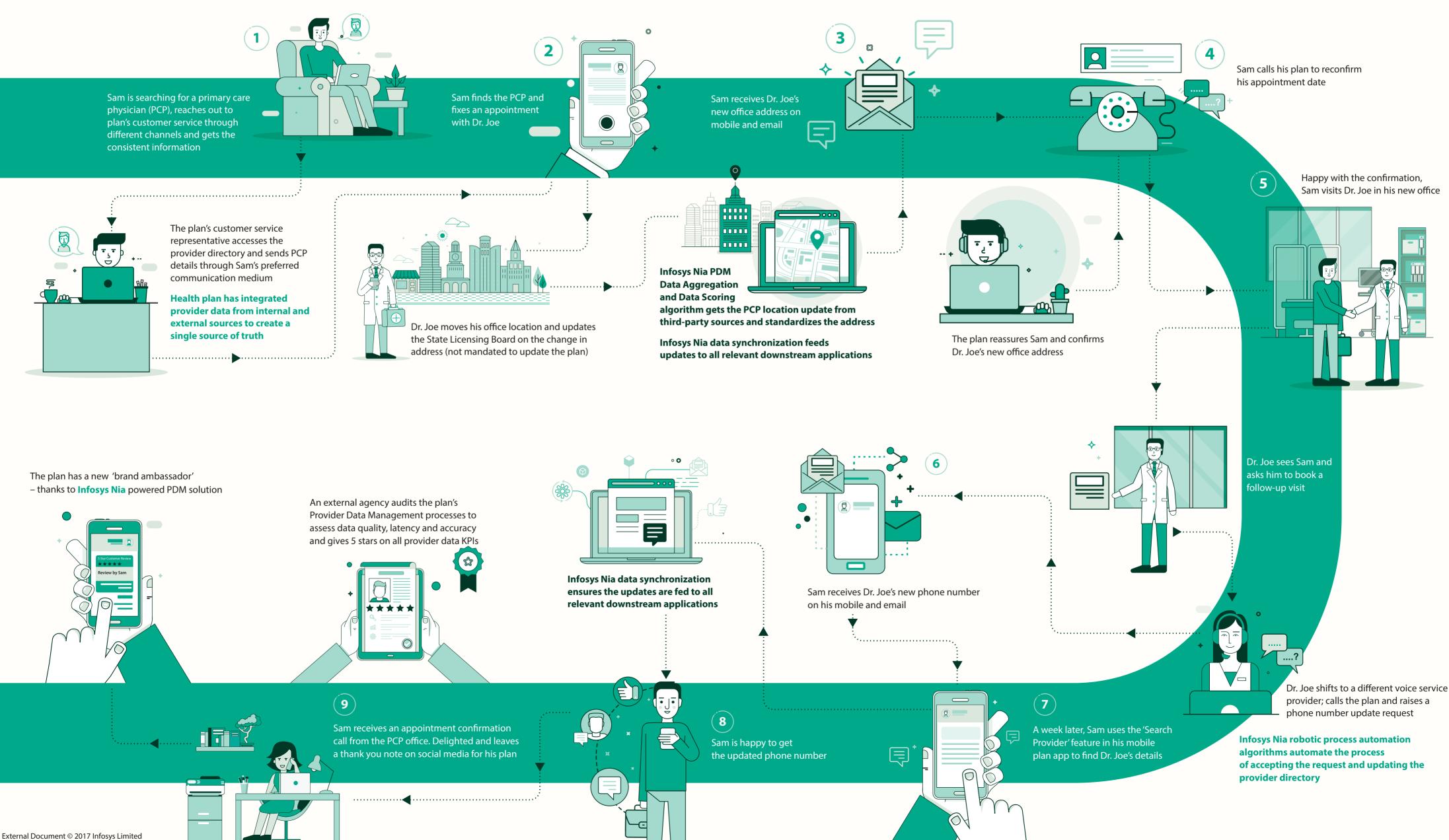**Infosys®**
Navigate your next

Meet Sam

A new plan member who receives accurate provider information at all times

POWERED BY INFOSYS NIA™ – KNOWLEDGE BASED AI PLATFORM

Out of USD 5 billion, USD 1.5 Billion spent on provider operations is 'wastage', owing to siloed and distributed provider data, inaccurate data, manual and labor intensive data management processes.

Artificial intelligence-led automation presents huge opportunity for health plans to improve their data quality through standardization, de-duplication, and validation. Here's how plans can benefit and ensure their members get accurate provider information at all times and across member touchpoints.

1 Sam is searching for a primary care physician (PCP), reaches out to plan's customer service through different channels and gets the consistent information

2 Sam finds the PCP and fixes an appointment with Dr. Joe

3 Sam receives Dr. Joe's new office address on mobile and email

4 Sam calls his plan to reconfirm his appointment date

The plan's customer service representative accesses the provider directory and sends PCP details through Sam's preferred communication medium
Health plan has integrated provider data from internal and external sources to create a single source of truth

Dr. Joe moves his office location and updates the State Licensing Board on the change in address (not mandated to update the plan)

Infosys Nia PDM Data Aggregation and Data Scoring algorithm gets the PCP location update from third-party sources and standardizes the address

Infosys Nia data synchronization feeds updates to all relevant downstream applications

The plan reassures Sam and confirms Dr. Joe's new office address

5 Happy with the confirmation, Sam visits Dr. Joe in his new office

Dr. Joe sees Sam and asks him to book a follow-up visit

The plan has a new 'brand ambassador' – thanks to **Infosys Nia** powered PDM solution

An external agency audits the plan's Provider Data Management processes to assess data quality, latency and accuracy and gives 5 stars on all provider data KPIs

Infosys Nia data synchronization ensures the updates are fed to all relevant downstream applications

6 Sam receives Dr. Joe's new phone number on his mobile and email

Dr. Joe shifts to a different voice service provider; calls the plan and raises a phone number update request

Infosys Nia robotic process automation algorithms automate the process of accepting the request and updating the provider directory

9 Sam receives an appointment confirmation call from the PCP office. Delighted and leaves a thank you note on social media for his plan

8 Sam is happy to get the updated phone number

7 A week later, Sam uses the 'Search Provider' feature in his mobile plan app to find Dr. Joe's details