

Infosys  
**Helix**

PAYER ON  
CLOUD PLATFORM:  
APPEALS &  
GRIEVANCE  
MODULE



Infosys®  
Navigate your next

# AI First approach towards optimizing payer core administration processes for cost efficiencies and member effectiveness.

## Industry Context

US Healthcare industry is making the transition to a digital core operating model. Infosys is enabling this transition to be seamless through Infosys Healthcare Platforms – suite of enterprise platforms addressing specific clinical and administrative inefficiencies existing in traditional operating model and siloed enterprise software in use.

Managing appeals and grievances is

labor intensive and challenging as it involves keeping up with the policies and guidelines regulating the process while providing greater transparency to member and providers on the process. Payers are further paying fines for not handling appeals and grievances timely and accurately.

**Infosys Payer on Cloud Platform** is a core administration platform offered as modular, independent, inter-operable functional blocks assembled together like

Lego blocks to transform payer from legacy processes to a real-time, cloud native, AI embedded, workflow based, configurable processes.

Appeals & Grievances module is a highly configurable cloud based platform built on AI. With real-time integration and use of AI recommendation engine, Payer on Cloud | Appeals & Grievances module ensures smooth and hassle-free handling of appeals and grievances.

## Business Benefits

### Improve Operational Efficiency

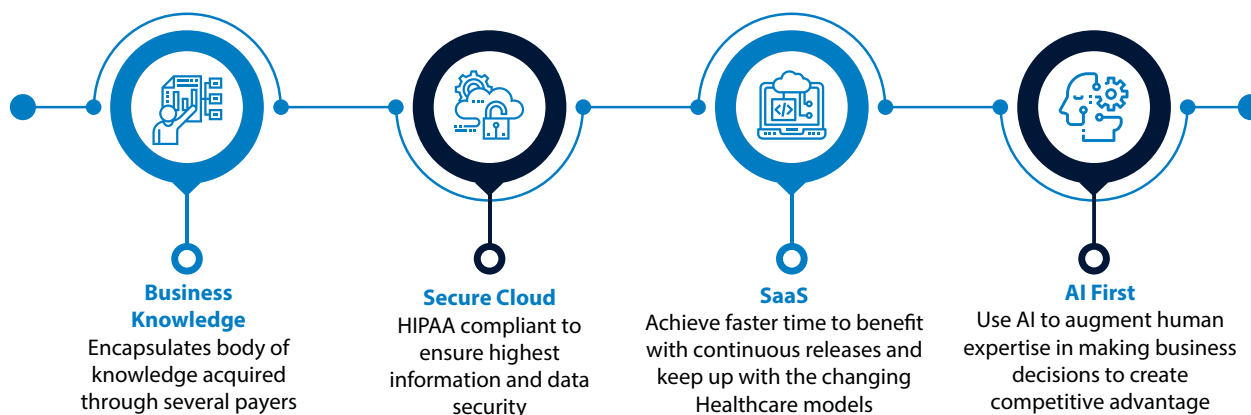
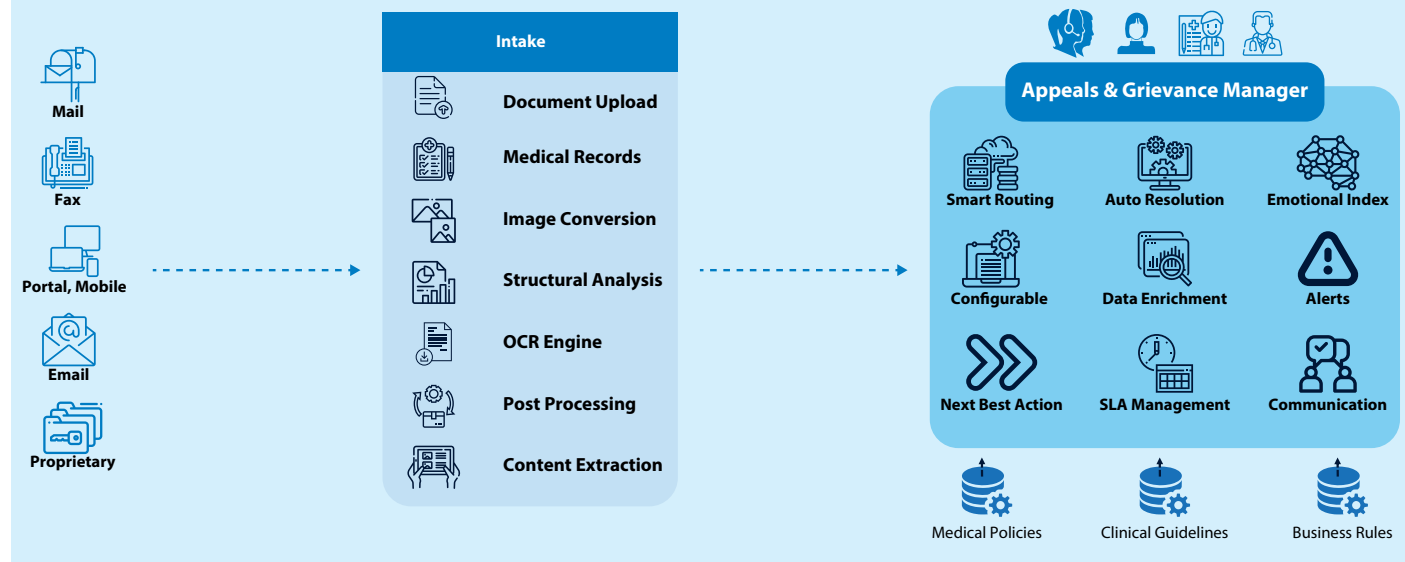
- Resolve Appeals in 3 Days
- Zero Missed SLAs

### Reduce Administrative Cost

- \$0 Fines and Penalties
- Lower Administrative Costs by 30%

### Improve Member Satisfaction

- Better NPS Score
- Increase Member Retention





## About Infosys HELIX

**Infosys HELIX** is on a mission to make it easier for Health Plans to achieve AI-First business strategy.

Our Platforms' are built with mindset of "Built on AI, Runs on Cloud" addressing core payer business functions. Our AI-First enterprises (re) engineer and (re) configure their core business operations to take advantage of AI driven decisions to improve constituent experience and achieve higher efficiencies to deliver and sustain competitive advantage.



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



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