

Payer-Provider Collaboration

Achieving High Performance in Health Care



High performance. Delivered.

In today's marketplace, new technologies, business imperatives, and governmental pressure are inspiring new relationships between payers and providers built upon connective technologies.

Both payers and providers are experiencing escalating health care costs, with no end in sight. In the United States, the Health Insurance Portability and Accountability Act of 1996 (HIPAA) promise of tangible value remains elusive for many health organizations and, in other countries, single payer public sector models are under pressure to change. In addition, technology-savvy consumers are comparison shopping for health plans and care providers, increasing competition.

Technology, however, also presents an opportunity as mature and emerging solutions reduce previously prohibitive infrastructure requirements.

The time is ripe for an innovative, collaborative approach to address these problems. By collaborating, payers and providers can improve their relationships and develop a better understanding of each others' expectations, processes, policies and capabilities. Through a collaborative arrangement, payers and providers can capitalize on individual strengths to forge stronger relationships.

• Consulting • Technology • Outsourcing

Our key service offerings

Payer-provider collaboration can help enable high performance by improving margins, reducing operating costs and improving customer relations while increasing market share.

Accenture provides an innovative approach that is based on data-driven solutions as well as extensive subject matter and project management experience. We help organizations implement policy changes, process flow, training enhancements, and technology modifications. Our approach is customized for market and scope, and can focus on administrative, infrastructure and/or clinical issues.

While collaboration may start in an area such as revenue cycle, many opportunities for improvement exist, including:

- **Revenue cycle:** Accenture helps payers and providers collaborate on revenue cycle issues, with the goals of reducing claim denials, improving cash flow, enhancing provider and member satisfaction, increasing first-pass rates, reducing call volumes, and lowering claims processing costs.
- **Provider portals:** We help design, build and implement collaborative portals to enhance communication and reduce transaction costs. Portals provide a self-service model for eligibility and benefits, claims status, electronic health records, clearing-houses, and formulary management.
- **Care management:** Accenture assists clients in developing collaborative medical management techniques to help reduce clinical appeals, medical expenses and premiums. This supports population health management and "pay for performance" systems tied to quality outcomes.
- **Accounts receivable/incurred but not reported (IBNR):** We have extensive experience in reviewing administrative appeals and denials,

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identifying problem trends with claims submission, and helping clients achieve real-time claims adjudication.

- **Contract management:** Accenture helps facilitate contract negotiations, establish contract terms and conditions, and implement systems and processes for payment verification.
- **Information systems/HIPAA:** We help clients leverage regulatory requirements to improve transaction efficiency and achieve real-time claims submission and adjudication. We have experience with standard code sets, provider dashboards, and enterprise applications.

Our experience has shown that effective relationships can be developed anywhere, at any time and with results that can deliver high performance for all parties involved. All that is required are payers and providers who are willing to work collaboratively, through forward-thinking leadership and recognition of common market pressures and mutual opportunities.

About Accenture's Health & Life Sciences Group

Accenture's Health & Life Sciences professionals deliver innovation and insight to both the private and public sectors of the marketplace, which includes integrated health care providers, health insurers, managed care organizations, public health organizations and pharmaceutical, biotechnology and medical products companies. With more than 5,000 professionals dedicated to serving the global Health & Life Sciences industry, Accenture is committed to working with

clients across the industry to help them achieve and sustain high performance. We have worked with companies of all sizes, including 21 of 24 health care and pharmaceutical companies in the FORTUNE® Global 500.

About Accenture

Accenture is a global management consulting, technology services and outsourcing company. Committed to delivering innovation, Accenture collaborates with its clients to help them become high-performance businesses and governments. With deep industry and business process expertise, broad global resources and a proven track record, Accenture can mobilize the right people, skills and technologies to help clients improve their performance. With more than 110,000 people in 48 countries, the company generated net revenues of US\$13.67 billion for the fiscal year ended August 31, 2004. Its home page is www.accenture.com.

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