

A large, stylized green chevron graphic pointing to the right, serving as a background for the text.

High performance. Delivered.

# Accenture Health Administration Accelerator

## Video Transcript

In this rapidly changing healthcare environment, healthcare companies are looking to build the capabilities they need to be more customer-focused, nimble and cost-competitive.

Accenture has teamed with key technology companies to help enable these capabilities within the Health Administration Accelerator.

The Accenture Health Administration Accelerator is a suite of tools that enables healthcare company's service and network operations to be:

- Customer-focused by creating an end to end customer case management framework to manage the customer experience and deliver fast, accurate, and reliable services.
- Nimble by making information readily available so executives can make real-time business decisions and adjust to their changing business environment.
- Cost-competitive by automating and streamlining processes, maximizing efficiency, and increasing quality.

Within the Health Administration Accelerator, the Executive Dashboard allows executives to create a tailored view of the information they need to make decisions.

Each report is built from live data so the information is truly real-time enabling executives to see trends and proactively take action to help improve their customer's experience.

The Executive Dashboard also provides a powerful search capability enabling executives to

quickly find case status by searching for the customer name, case ID, broker name, or provider name.

The search results show the current case status including:

- Who is handling the case now
- Which steps have been completed
- Which steps have yet to be completed and when they will be done

This information can be made available using existing Sales or Provider portals or via mobile applications to allow easy and timely access to case status.

The detailed transaction data captured at each step of the process enables analytics to improve cycle time, decrease rework and improve the overall customer experience.

The Manager Portal helps provide operations managers with the real-time information they need to manage the performance of their teams.

Operations managers can see performance statistics about their teams overall or each member of their team individually.

For operations managers, getting the right work to the right resource at the right time is critical.

Within the Accelerator, managers can use business rules to automatically route work to team members and to automatically escalate work to help meet deadlines.

The Manager Portal and Workbaskets can also be used to organize the work and can be a highly effective way to integrate separate but dependent processes such as Claims and Provider or Enrollment and Billing .

The Manager Portal can create a full view of inventory across all operations, yet work can still be routed to the right people and through the right processes based on defined business rules.

The Health Administration Accelerator also includes the Accenture BPO Navigator.

The Accenture BPO Navigator provides historical trending and analytics on key metrics within service and network operations.

The Navigator gives users the ability to drill down to identify drivers of performance and to evaluate

historical trends that can then be used to proactively adjust performance.

Competition in the marketplace is fierce.

Customers are demanding an efficient and reliable experience.

Healthcare companies are under pressure to improve services and reduce cost.

In order to respond, service and network operations leaders require capabilities and tools beyond what they have today.

Accenture's Health Administration Accelerator supports the capabilities needed to achieve the goal of becoming more customer-focused, nimble and cost competitive.

Accenture Health Administration Services.

Creating visibility.

Driving insight.

Streamlining operations.

Enabling our clients to lead in the marketplace.