

A large, stylized green chevron graphic pointing to the right, composed of two parallel lines that converge at the tip. The text "High performance. Delivered." is centered within the chevron.

High performance. Delivered.

Accenture Health Administration BPO Services Telestration

Video Transcript

We all know health administration processes can be complex. They can take days, even weeks, to complete. Tracking progress and meeting due dates are a real challenge.

And the cost? Typically far more than it should be.

To top it off, healthcare companies are under pressure from consumers and the government to offer better and more cost effective service.

Healthcare companies are looking to other industries for great examples to emulate—organizations that offer solid service that's underpinned by great technology, seamless processes and skilled personnel who have a single-minded customer focus.

Just like these leading companies, it's possible for healthcare companies to provide a great, satisfying customer experience for every administrative process—and

to do so in a way that's just as fast, reliable and cost-effective.

Accenture can help healthcare companies improve their administrative processes—whether it's setting up a new customer, enrolling a member, managing provider data, or paying a claim—delivering processes with satisfying experiences that are fast, reliable, and cost-effective.

How can we do that? By drawing on

our unique combination of skilled professionals, industry experience, advanced technology, industrialized global delivery capabilities and process management capabilities. We go far beyond just consulting and outsourcing.

We'll automate where possible to drive out time and cost.

We'll streamline your processes and implement workflow and business rules to improve service and quality.

Our Accenture Health Administration Accelerator provides the capabilities to enhance process visibility, increase process control, enable analytics and improve tracking and reporting—even on mobile devices.

The Accenture Health Administration Accelerator includes the Accenture BPO Navigator, which provides historical trending and analytics on key metrics. Users identify drivers of performance and evaluate historical trends that can then be used to proactively adjust performance.

All combined, we can help cut the time and cost of your service and network operations—while improving quality and delivering a great experience to your customers and providers.

What makes us confident we can transform your administrative operations like that?

Accenture manages the service and network operations for seven of the top 10 US health plans. We're the go-to service provider in the industry.

Just as we've helped other healthcare companies achieve high performance, we can put our industry insights and experience to work for you.

Take advantage of cost and service improvement opportunities backed by a leader in high-performance business operations.

Let Accenture deliver for you.