

# How can Accenture Health BPO Services help you achieve greater business value?

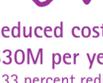
High performance. Delivered.

## Did you know?

Accenture can deliver business results for your health organization like these:



Completed outreach to more than 200,000 members with care gaps and service opportunities



Reduced costs by \$30M per year, a 33 percent reduction, by scaling 1,000+ non-clinical and licensed nurses in the Philippines, India and US.



In one year, improved claims productivity by 15% by eliminating non-value-added work and proactively identifying and avoiding errors.



Delivered client actuarial validated savings of \$175M or ~0.45% of client's annual medical cost spend

SEE HOW WE DELIVER ▾



## We understand what health organizations need and the challenges they are facing.

Our health-industry focused services help payers, providers and government agencies drive breakthrough growth, increase customer engagement, improve health outcomes and reduce cost. Our suite of Health BPO Services helps clients:

Grow Revenue and Expand Services

Increase Customer Engagement

Improve Medical Outcomes

Improve Profitability



## Delivering business value through BPO

Health BPO Services provides differentiated services that help health leaders improve health outcomes, manage compliance and optimize medical spend and works with clients to provide scalable, flexible back-office service and support to drive increased insight and impact on operations and business results:



**Proprietary health payer business process management and technology-enabled solutions**

Designed specifically to support improvements to the customer and provider experience, flexibility in a changing marketplace and reduction in administrative costs.



**Utilization Management (UM) services**, including Intake, Precertification and Concurrent Review to help provide appropriate care in a timely manner; leverages Clinical Review Analytics to allow data-driven decision making.



**Health payer analytics for operations**

A patented predictive analytics solution, enabling material medical and administrative cost savings.



**Post-Discharge programs** to provide follow-up post hospital stays to assist in transition issues and avoid unnecessary readmissions.



**Integrated consulting, technology and outsourcing**

End-to-end operations transformation strategy supported by deep functional and industry skills, flexible technology architectures and outcome-based delivery.



**Program education & enrollment** to help consumers sign up and engage in programs to help adherence to care plans and improve outcomes.



**Value-based contracts**

Sharing the risk and responsibility for improvements, transformation and managing complexity.



**Health Outreach programs** to notify consumers of gaps in care and assist in scheduling and follow-up for closure improving quality and compliance.



**Patient navigation** to top 1-2 percent of population; higher-touch, local/on-site services to address non-medical barriers to care.



## Accenture Health BPO Differentiators



### 1. Significant Health BPO experience:

- More than 14 years of Healthcare BPO experience and recognition as a BPO market leader by industry analysts.
- With more than a decade at scale allows us to staff and execute engagements quickly with skilled, talented resources.



### 2. Transformational capabilities:

- Operations integration/alignment with the greater Accenture vertical depth in Health Strategy, Digital and Technology.
- The ability to consistently apply innovation to drive end to end process transformation.



### 3. Commitment to drive value beyond productivity:

- Using best in class tools, analytics and technology to support our willingness to contract to outcomes.
- Our Joint Value Targeting Programs have demonstrated savings impact to both administrative and medical costs.



## Accenture Health BPO is different

- ✓ 13,000+ BPO professionals dedicated to health care clients
- ✓ \$23 billion in premium payments reconciled annually
- ✓ 90 million health plan members serviced annually
- ✓ \$25 million enrollment transactions processed annually at or above 99% accuracy
- ✓ \$175 million medical cost savings by preventing and recovering overpayments

- ✓ 1,200+ health management professionals, including locally-licensed and US-licensed nurses
- ✓ 5 million provider updates processed annually at or above 98% accuracy
- ✓ 75 million claims transactions processed annually at or above 99% accuracy
- ✓ Leader in Healthcare BPO according to the 2013 HFS Research Healthcare Payer Blueprint Report
- ✓ Accenture is in the "Winner's Circle" in Population Health and Care Management Business Services according to HFS, 2015



## Key Accenture Health BPO Services



### Group Services

- Account installation
- Enrollment (manual and electronic)
- Benefit installation
- Billing
- Accounts Receivable
- Contract drafting
- Summary of benefits and coverage creation



### Claim Services

- Claims processing (baseline claims, adjustments, appeals and grievances)
- Claims payment & recovery analytics



### Provider Services

- Provider data management
- Credentialing
- Data cleansing and verification

### Utilization Management

- Precertification and concurrent review
- Post-service review

### Care Coordination

- Health outreach and education:
- Health risk assessments
- Program enrollment and referral
- Discharge planning support post-discharge call

### Support Services

- Analytics
- Reporting
- Quality Reviews
- Benefit determination



## Client Speak

### How Accenture Helped a National Health Plan (Targeted Health Outreach)

Assisted a national health plan with the launch of a new unit to perform personal outreach to targeted members to improve health outcomes and close care gaps for its Medicare members.

Recruited and trained Patient Education Coordinators to make outbound calls to seniors to discuss wellness, health improvement and preventive care opportunities.

Completed outreach to more than 200,000 seniors with care gaps and service opportunities, and continue to make more than 15,000 calls each month.

Improved the health of members, as well as positively impacted the CMS Star Ratings, by targeting care opportunities such as improving medication adherence and screening recommendations.

### How Accenture Helped a National Health Plan (Intake and Clinical Review)

Expanded and improved proven provider-facing Utilization Management functions while reducing overall operating expenses by leveraging analytics and Lean Six Sigma practices.

Delivered flexible resource options that allowed the client to "up-skill" the intake function to locally licensed nurses.

Reduced administrative costs by 30 percent and successfully met all productivity and quality targets.

Drove service improvements as a result of "up-skilling" for initial intake; licensed nurses understand clinical terminology and are able to efficiently collect and process requests.

### How Accenture Helped a National Health Plan (Health Program Engagement)

Assisted a national health plan with the enrollment of members into its proven health management programs.

Deployed voice-trained health advocate resources that specialized in enrolling members in health programs.

Enrolled nearly 40,000 members into health programs in the first year of operations.

Improved enrollment rate by 8 percent and "stick rate" by 6 percent by implementing changes in the scripting and enrollment process.

Exceeded all targets to increase participation in health management programs that provide a 5:1 return on investment for the plan.