

INTELLIGENT HEALTH BPS



The healthcare industry is changing—as are member and provider needs—creating intense pressure to improve services and reduce costs.

Survival in today's healthcare ecosystem demands a new way of doing business, supported by agile business operations. Accenture helps clients reinvent their operations to improve market position, transform and deliver greater value.

HOW WE SOLVE IT

We enable clients by delivering superior outcomes such as improving profitability, increasing member acquisition and retention, exceeding member and provider expectations, with future-ready, streamlined operations.

WHAT WE BRING¹

Vision of "Intelligent Health Operations": Accenture's vision for the future of health business process services is to work with clients to use...[applied] intelligence powered straight-through processing...to impact outcomes. Accenture has focused on how to...make it real with clients—at the root of it is creating secure, actionable, and accessible data for insights.

Quality Service Delivery and Leadership: Insight-driven workflow for smooth, quality service delivery, [as] per clients who often consider Accenture a model for their internal standards.

Intelligent Automation: Accenture absorbs additional work without adding staff by using process improvement, training, planning, and automation.

Innovation: Accenture taps into the design thinking capability of defining and addressing problems of end users; it's part of standard training along with automation, analytics, AI, cloud, security.

RESULTS WE ACHIEVE

In enabling clients to improve profitability while exceeding member and provider expectations, we have:

- Drove more than \$3 billion in client-validated administrative and medical cost savings.
- Achieved \$400M in medical cost savings by preventing and recovering overpayments.
- Processed 30M enrollment transactions annually at or above 99% accuracy, and 90M claims transactions annually at or above 99% accuracy.

OUR SERVICES

We provide five core capabilities to Health BPS operations:

Intelligent Health Management BPS for Commercial and Public Service Health Clients

Utilization Management

- Prior authorization intake and clinical review
- Concurrent clinical review
- Post-service clinical claim review and appeals support
- Clinical program management

Care Value

- Stars and HEDIS improvement
- Risk score accuracy
- Medical record scanning, OCR and clinical review

Intelligent Health Administration BPS for Commercial and Public Service Health Clients

Membership Services

- Case installation and maintenance
- Member enrollment
- Billing and accounts receivable
- Benefits management and communication fulfillment

Claim Services

- Claim edits, configuration testing
- Claim suspends/pends adjudication
- Adjustments, appeals, rework, payment integrity

Provider Services

- Data maintenance and credentialing
- Direct outreach
- Claim and provider service support

WHAT MAKES US DIFFERENT

Deep Process Knowledge:

A dedicated team of administrative and clinical experts enables Accenture to handle complex processes and clinical cases on behalf of clients. Accenture's services provide clients with clinical oversight, support with accreditation and compliance and licensure monitoring.

Ability to Scale and Drive Value

Rapidly: With knowledge and experience comes scale at speed. We have the process depth to be able to seed new operations with experienced talent and train new staff with state of the art tools; collectively reducing time to steady state go live.

New Sources of Value and Innovation through Disruptive Analytics:

Accenture's Advanced Health Analytics Platform (AAHAP) drives operations while providing business insights directly to the clients and back into the way Accenture processes continually pushing operations forward, towards increased value and innovation.

Depth and Breadth of Accenture's Global Health Vertical:

Accenture's innovative end-to-end industry-specific services apply extensive industry knowledge and a best in class workforce to jumpstart value realization.

HOW TO GET STARTED



1. HEALTH CHECK

Conduct a health check to assess the 'as is' state compared to best in class



2. ART OF THE POSSIBLE

Explore the value you can receive from Accenture Health BPS



3. BUSINESS CASE

Build a robust business case and roadmap



4. MAKE IT REAL

Make it real by putting foundations in place



5. GET ON WITH IT

Get started with an as-a-service framework

FIND OUT MORE

www.accenture.com/HealthBPS