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.

¹ © Copyright HfS Research. Source: HfS Blueprint Report for Healthcare Operations. December 2017
2. ART OF THE POSSIBLE
Explore the value you can receive from Accenture Health BPS

1. HEALTH CHECK
Conduct a health check to assess the ‘as is’ state compared to best in class

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