

Turning Industry Challenges Into Opportunities for Growth and Improved Member Care

Business Process Outsourcing Services for Healthcare Payers
by NTT DATA

Healthcare payers are facing a myriad of new challenges

From regulatory mandates of the Affordable Care Act (ACA) and other regulations—transition to ICD-10 — to changing member demographics, rising consumerism and cost containment pressures your healthcare payer organization is facing a number of new challenges.

NTT DATA Services can help

Our end-to-end business process outsourcing (BPO) services for healthcare payers are designed to meet these challenges head on.

More members with higher risk profiles

As aging baby boomers and the ACA individual mandate increase the number of plan members, the result will be more claims — and more importantly, more high-risk profile members requiring larger payouts. Our services can help you improve and streamline your claims administration, allowing you to process more claims and reduce the impact of larger payouts.

New healthcare delivery models

With the ACA mandating that provider payments be based on value rather than volume of services provided, new delivery models such as accountable care organizations (ACOs) and patient-centric medical homes have emerged.

We can help you revamp your existing provider contracts to accommodate these models and address the accelerating convergence of payer-provider business models and services.

Mandates on spending and processes

Medical loss ratio mandates require that you spend between 80%–85% of collected premiums on medical care and activities. ICD-10 requires new, more complex medical coding processes. Through our new solutions, we ensure that patients get the right treatment, at the right time, at the right cost. We also ensure that caregivers are reimbursed at the right time through our host of coordination of benefits, program integrity, utilization management and claims administration services.

Key benefits:

- Transform your processes to improve member services and gain a competitive advantage
- Decrease operating costs through consulting, implementation and managed services that fit your needs
- Implement standardized solutions ready to be marketed and utilized now:
 - Multi-tenant models for cooperatives and ACOs
 - Staffing, quality and analytics solutions for ICD-10
 - Tools and technologies that support healthcare insurance exchanges
- Meet peak demand for trained resources during open enrollment as well as handle other peaks in volume through our staff augmentation services

New competition and rising consumerism

As new regional payers enter the market with lower-cost advertised plans, new employer-funded plans emerge and state-run health insurance exchanges open, consumers are also becoming more educated and seeking information across multiple channels. Our solutions can help you offer competitively priced products and gain trust among today's digital customers.

A trusted partner

With decades of experience providing services to the healthcare payer market, we can help you improve processes and member services, reduce cost of operations and compete in an increasingly challenging market.

Services personalized for you

We offer services tailored to fit your needs. Whether it's consulting services to help you improve processes, implementation services to update your claims processing platform, a technology upgrade to become ICD-10 or HIPAA 5010 compliant or staff augmentation to address budget or changing business needs, we can provide the right services and technology solutions for you.

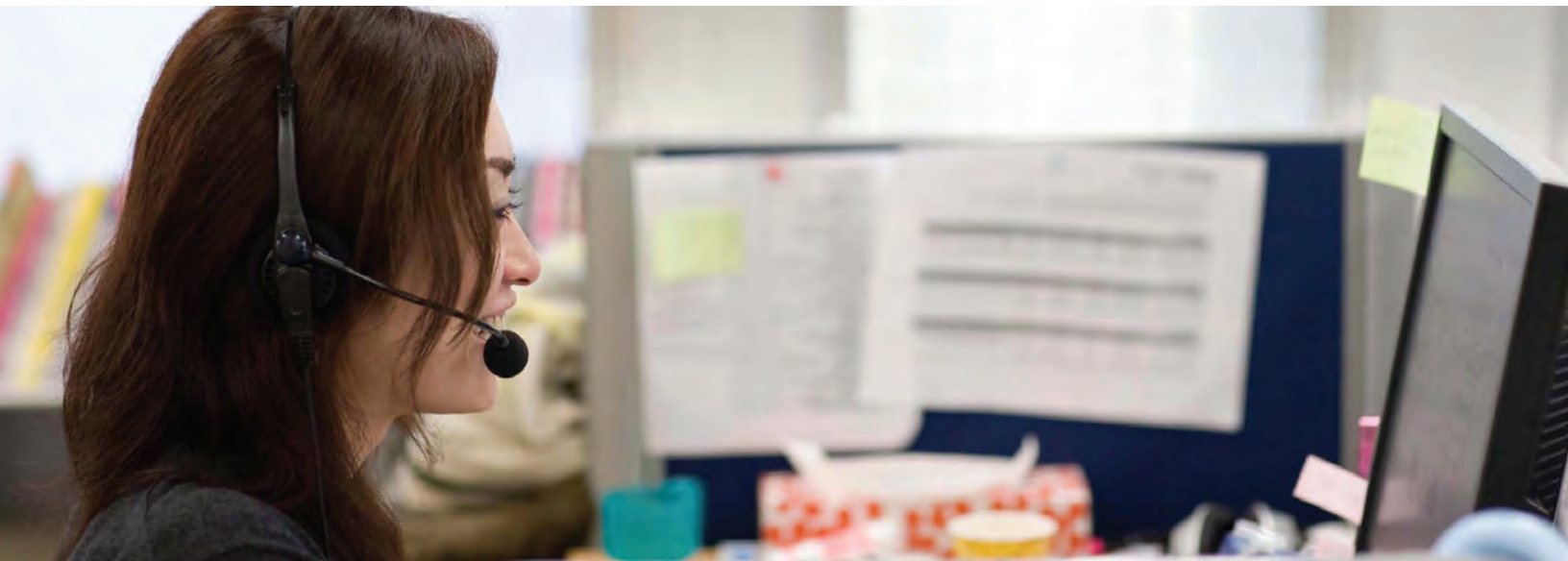
Focus less on administrative challenges — more on your core business needs

BPO Services for Healthcare Payers by NTT DATA offer low-cost infrastructure, economies of scale, best-practice methodologies, quality assurance and proven technologies for workflow and knowledge management designed to improve:

- Front-end processes
- Claims administration
- Member management
- Provider management
- Medical management

NTT DATA experience:

- Our strategic partnerships help provide plans with cost containment, avoidance and recovery
- Extensive experience with:
 - Commercial and Medicare
 - Medicare Advantage Part D
 - Supplemental Medicaid and CHIPS Indemnity
 - HMO, PPO, POS, self-funded, FSA and HRA
 - Medical, dental, vision and mental plans
- Proprietary claims management system Xcelys, partnership with ikaSystems, experience with other leading claims platforms including: Rims, NASCO, QNXT, ITS, MCS, FISS, AMISYS, Facets, EZ-Cap and WGS



Our global network of professionals are located in Chennai and Coimbatore, India; Manila, Philippines; Plano, Texas; Lincoln, Nebraska and Bowling Green, Kentucky. They can provide a full range of services, including:

Front-end processes	Claims administration	Member management	Provider management	Medical management
<ul style="list-style-type: none">• Mailroom/scanning/sorting/prepping• Image capture• Data correction	<ul style="list-style-type: none">• Manual claims adjudication• Claims adjustment• Claims repricing, explanation of benefits, explanation of payments generation• Provider contact services• Appeals management	<ul style="list-style-type: none">• Individual/group account setup• New member enrollment• Billing• Benefit management• Member contact services• Grievance and appeals management	<ul style="list-style-type: none">• Provider database management• Provider credentialing• Utilization review• Referral/authorization management	<ul style="list-style-type: none">• Utilization management• Disease and wellness management• Integrated care management
Coordination of benefits, subrogation, overpayment recovery and fraud, waste and abuse management				
Integrated applications, business process and infrastructure services backed by strong consulting practices				
Process transformation tools, including the NTT DATA Business Process Management Suite, to improve productivity and performance				
Flexible engagement model: Staffing services for open enrollment season, onsite process assessments, implementation of point solutions, complex multi-year BPO or integrated IT outsourcing/BPO contracts				

Visit nttdataservices.com to learn more.

NTT DATA partners with clients to navigate the modern complexities of business and technology, delivering the insights, solutions and outcomes that matter most. We're a top 10 global IT services and consulting provider that wraps deep industry expertise around a comprehensive portfolio of infrastructure, applications and business process services.

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