Pega Healthcare for Government

Empowering government healthcare with a person-centric, outcome-focused solution

A Pega Datasheet

Rapid innovation. Better health outcomes.

Government healthcare programs are under tremendous pressure to respond to constantly changing requirements within the limits of aging technology. This is amplified by labor-intensive, complex business processes, data collection, and workflows that do not support today's advanced person-centric service and care management. With a growing population in need, these programs must ensure people have access to the right services at the right time to drive better operational and programmatic outcomes.

Pega Healthcare for Government is a purpose-built CRM and operational healthcare solution, designed to enable mission-critical healthcare service delivery and operational modules for eligibility and enrollment, member management, provider management, and care management.

Delivered with a robust set of healthcare-specific processes and data models – coupled with built-in support for healthcare standards, code sets, and privacy compliance – Pega Healthcare for Government crosses the service delivery ecosystem, connecting beneficiaries, providers, and other stakeholders. Designed to meet demands of changing government policy and standards, our solution includes:

- **Pega® Foundation for Healthcare**
  Provides foundational elements, including a healthcare-specific data model, to quickly build internal and external-facing applications, enhance service operations, and maximize employee performance

- **Pega® Customer Service for Healthcare**
  Streamlines processes that dynamically guide each service interaction and automatically adapts service delivery to any channel or device

- **Pega® Care Management**
  Coordinates person-centric services focused on care delivery, collaboration, and personalization for better financial, operational, and health outcomes

Challenge
Constituents increasingly expect fast, streamlined service from government agencies, including government healthcare providers. Unfortunately, most government healthcare programs are limited by aging, disparate systems and inefficient processes and technology - making it hard for them to deliver the best health outcomes quickly, let alone respond to rapidly changing legislative and regulatory requirements.

Solution
The Pega Healthcare for Government solution is a fully integrated, unified government platform designed to empower innovative healthcare programs in an agile, modular fashion. Our solution set includes best-in-class business process management (BPM), decision management, customer relationship management (CRM), and government healthcare-specific capabilities. Together, these powerful technologies drive seamless service delivery across eligibility, beneficiary and provider enrollment, and care management – facilitating high-quality, cost-effective government healthcare programs.

Streamline eligibility and enrollment for consistent and accurate processing

- Engage beneficiaries and providers with intuitive, user-friendly self-service channels and guided interactions that model program-specific policies to deliver the right services at the right time.

- Optimize communication with unified channel management. Interactions started in one channel seamlessly transition to another and maintain full context for a truly unified experience.

- Gain insight to personalize interactions and make informed decisions using complete beneficiary and provider profiles spanning lines of business, programs, and cases.

- Facilitate fast, accurate eligibility and enrollment by anticipating stakeholder needs using rules, analytics, artificial intelligence, and contextually-driven, real-time decisioning.

- Make sure beneficiaries and providers get the correct information every time with proactive knowledge retrieval, situationally guided processes, and automated, real-time contextual scripting.

Optimize beneficiary and provider management processes

- Ensure streamlined, consistent operational approaches and business workflows with end-to-end automation to optimize productivity and outcomes.

- Coordinate enrollment, operations, and service delivery processes across teams.

- Anticipate beneficiary and provider needs to trigger next best actions using a library of machine-learning algorithms.

- Improve accuracy and speed of processing by streamlining and automating transaction processing.

Deliver the best health outcomes with collaborative care management

- Evaluate beneficiary health information using screening and assessment tools to determine risk and recommend next best actions for treatment planning.

- Simplify sharing of data with a complete beneficiary view, including eligibility and claims, beneficiary health history, and behavioral data.

- Dynamically adjust treatment plans to the circumstances of each case, such as care setting, facility, or clinical program, using Pega's unique layered architecture.

Minimize risk, maximize business agility, and increase ROI

- Leverage the power of our Pega® Platform to allow business and IT to quickly and easily collaborate, implement, and go live.

- Drive continuous innovation with tooling for DevOps, an open platform, and standard-based hooks and services.

- Quickly scale for changes and expanding eligible populations using business-friendly tools to easily introduce new programs, policies, and regulations.

- Make changes at your pace – incrementally or all at once – with cloud-based or on-premise technology.

For more information, visit pega.com/government