



Streamline Provider Lifecycle Management

Automate workflows to reduce errors and simplify data management

Provider Lifecycle Management is at the heart of healthcare operations and member satisfaction, but sweeping regulatory changes are pressuring payers to innovate, automate, and manage dramatically increased workloads. Intelligent automation can help payers connect systems and transcend silos to simplify and automate every phase of payer-provider relationships while delivering amazing member and provider experiences.

The No Surprises Act brought significant regulatory changes – and penalties – for provider information management.

Managing a network of healthcare providers is a complex task. The newest regulation, aimed at protecting patients from surprise medical billing, complicates operations further.

Payers must add new provider info to their directories within two days.

The regulation requires payers to update their provider directories every 90 days, remove unverified providers from directories, update directories within two days of receipt of new data, and assume responsibility for out-of-network billing from providers inaccurately listed as in-network. To comply, payers that still rely on manual data entry and verification processes will have to increase workloads significantly.

Workloads will increase 2X to 4X under new regulatory requirements.

Payers with inefficient back-office operations will continue to fall behind in provider management and member service and risk regulatory non-compliance.

Payers are quickly realizing that their back-office systems can no longer keep up. Disconnected data and siloed systems slow the prospecting, contracting, credentialing, and onboarding of new providers and result in directory data that is incomplete, inaccurate, or inactive. In today's challenging labor market, payers will not be able to hire their way out of this situation.

Intelligent automation helps you simplify complex workstreams and create a connected healthcare ecosystem to quickly acquire, manage, and communicate provider data.

A robust platform for provider lifecycle management is an operational necessity. Intelligent automation helps payers speed the onboarding of new providers, present accurate information to members, and avoid penalties through:

- Proactively fetching data
- Automating the credentialing process
- Automatically updating provider information
- Reducing exceptions

Intelligent automation also helps payers improve the quality of and access to provider information – a key component of member satisfaction.

- Orchestrate work for online, mobile, and self-service user experiences
- Aggregate important information into one unified dashboard
- Improve visibility and transparency into processes and data
- Reduce manual work and give service agents more time to focus on member experience and high-value work



Pega is transforming the Provider Lifecycle Management process.

Pega's Provider Lifecycle Management solution helps you reduce manual efforts by streamlining and automating every phase of your provider lifecycle management process so you can comply with regulatory changes and deliver exceptional experiences for members, providers, and employees.

- ***40% increase in input**
- ***50% reduction in onboarding and management time**
- ***90% reduction in manual effort**
- ***100% avoidance of CMS fines and member complaints due to bad provider data**

Improve data accuracy and simplify complex workflows from end to end.

Automatically capture, process, and maintain ever-changing, error-prone data to improve operational efficiency and data quality. Reduce costs by gathering correct information upfront to avoid compromising the speed and quality of downstream processes. Quickly augment missing information and eliminate duplicate data to constantly keep systems accurate and up to date. Unify disjointed systems to standardize data management and create a single source of truth.

Make engaging, serving, and onboarding effortless.

Deliver intuitive, self-service experiences to providers in their channel of choice. Improve access to care by providing members and providers with increased transparency and accurate information. Automate tedious processes to empower employees to focus on higher-impact work. Effortlessly manage complex workflows and data across numerous systems on one, unified work dashboard. Intelligently route cases and guide employees through the provider lifecycle to improve productivity and turnaround time.

Stay compliant and quickly adapt workflows as needed.

Avoid unnecessary regulatory penalties by effectively managing risk and compliance during every step of the provider lifecycle management process. Accelerate time to market by using standardized tools and workflows. Adapt quickly to regulatory and business needs and changes with the industry's only unified, low-code platform. Enable strong collaboration between business and IT to build, change, and deploy solutions fast and at scale. Extend the life and value of existing internal and external systems with pre-built integrations.

“Before Pega, we were trapped in legacy monoliths that had rules embedded in decades of code.”

– C.J. Brexel,

Vice President of Application Development, Healthfirst

“95% of what we do is built on out-of-the box Pega functionality.”

– Preston Meadows

Business Implementation Manager, Optum

Who's leading the way?

Healthfirst

- 75% of provider updates completely automated
- 77% faster onboarding of providers
- 100% of provider data management workflows digitized

Not-for-profit insurer Healthfirst needed an agile, resilient platform to more rapidly respond to market changes. Using Pega's intelligent automation capabilities, Healthfirst transformed its core administrative functions, fully digitizing its provider data management workflows and enabling 75% of provider data updates to be completed automatically. The solution supports prospecting and contracting, onboarding, and credentialing, as well as data management, configuring, and servicing, and enables Healthfirst to quickly adapt to new operational needs and deliver superior end-to-end services to its 1.6 million members.

Optum

- Increased data accuracy from 33% to 98%
- Avoided an estimated \$100M in legal fees by automating processes
- Went live with first workflows in 60 days
- Manages more than 25,000 clinician licenses across 50 states

Inconsistent processes and siloed data created a complex, time-consuming licensure process for healthcare provider Optum. They knew they needed to digitally transform operations to improve the contracting, credentialing, and data management of their clinician-employees. Using low-code application development tools, Optum's business and IT groups collaborated to build and launch a minimum loveable product in just 10 weeks that standardized workflows and connected data across the enterprise.



No surprises – just simplified processes. Learn how Pega can help you spend less time and get more done.

Visit pega.com/industries/healthcare to learn more.