Maximize claims operations quality

Claims modernization is no longer an option – it's a must.

The pressure is growing on healthcare payers to reduce the costs and delays in claims processing. Eliminating administrative waste is a key focus; plan sponsors and consumers are demanding improvements. Transparency, fewer questions, and better outcomes. Internally, organizations continue to struggle to meet these demands with systems designed more than three decades ago. In every other industry, technology has significantly reduced costs while operations quality continues to improve. It can be done. Even in healthcare.

Employer health spending continues to climb steadily, and companies are fed up. Employers want healthcare cost relief and innovation. They want their (and their employees) money spent on care, not administrative expenses, fees, penalties, and fines. Providers want timely and accurate payment across myriad servicing relationships. To remain competitive, payers must promise these outcomes. The reality gap for payers– their current claims solutions don't allow them to deliver. Business outcomes are reliant on expensive operations heroics. As a result, operations takes the budget and innovation is deferred. It's an endless cycle and the challenges are mounting. If your technology does not enable you to cost-effectively manage the healthcare dollar spend, employers will take their business elsewhere.

Move the needle on claims operations

Pega's healthcare technology allows you to crush 21st century complexity. Improved operational efficiencies with modern core administration technology creates the transparency needed to manage even the most complicated healthcare administration challenges. The best rules engine in the world enables healthcare payers to perform context-driven claims processing. It eliminates translation and siloes while delivering the transparency your consumers are demanding. This componentized approach scales to support innovative, personalized responsive benefits and allows organizations to respond with agility in payer operations. With claim volumes continuing to sky rocket, Pega's high-performing processing engine is ready to meet that challenge, delivering on millions of claims transactions, every day.

Shine the light on modern claim adjudication

Transparency is key to providing value, gaining trust, and meeting objectives. Replace staff hours and creative calculations with technology that delivers today.

See the work: Pega Smart Claims Management™ for Healthcare provides transparency for improved inventory management and better outcomes.

Automate the work: Pega's world-leading intelligent automation platform eliminates manual claims processing. When complete automation is not yet possible, guided resolution enables more flexible and reliable staff deployment with consistent outcomes.

Respond in real time: Powerful dynamic event codes enable the business to manage claims inventory and avoid unnecessary claims processing, without an IT project.

Manage all work: Significant work comes from other areas, e.g., inquiries. Claims teams need tools to manage all work types. Pega's dynamic skills-based routing and event codes increase the responsiveness and agility of claims operations.

Pega Smart Claims Management™ for Healthcare provides the extensibility, flexibility, and acceleration that enables claims teams to build for change.

"Since going live with Pega's smart claims engine functionality last year we've had a number of solid wins. We have created a powerful modernized foundation and...we have started to radically reengineer claims processing and have a path and a plan to achieve end-to-end claims automation that is real, today."

– Leslie Lampert
Director II, Commercial Claims, Anthem

Who's getting it right?

Healthcare leaders are already embracing this approach, with dramatic results.

healthfirst

Healthfirst has partnered with Pega as their enterprise claims "quarterback," enabling business agility that has allowed them to maintain best-in-class operations and reduce errors, as they modernize their claims processing experience.

Anthem.

Anthem is enabling a path to true consumerism for members, providers, and employees by simplifying and modernizing the claims processing experience.

PEGA

Don't get left behind.

Learn more about **Pega Smart Claims Management™ for Healthcare** and **Pega Product Composer System™** for Healthcare, and how a modern product catalog can help improve sales results as well as other upstream and downstream functions.

To learn more, visit us at **pega.com**.