

# Commercial Healthcare

In support of the healthcare industry, we deliver mission-critical administration, clinical support and medical management solutions across the health ecosystem to reduce costs, increase compliance and enhance utilization, while improving health outcomes and experience for members and patients.



## Client outcomes

Improved compliance, penalty avoidance, reduced costs, payment recovery, improved efficiencies, improved utilization.

- Payer: \$750M recovered for health plans annually.
- Provider: \$48M saved in costs associated with hospital acquired conditions.
- Pharma & Life Sciences: Up to 33% improvement in refill rates.
- Medical Claims Management: \$17B savings in medical bills delivered in 2019.

## End user outcomes

Fewer ER visits & HACs, reduced hospital time and readmission, better understanding of benefits, faster return to work & health.

## Solutions/Services

### Payer

We provide healthcare payer organizations with important services and solutions that help our clients understand and engage members, ensure proper reimbursements, and optimize patient workflow, while realizing meaningful efficiencies and enhancing the member experience.

### Provider

On behalf of healthcare delivery and community organizations, we deliver essential software and services that enable advanced analysis into real-time information and support business and clinical decision-making that help our clients improve operational and clinical performance, while providing proactive, coordinated care management to strengthen health outcomes and deliver better patient experiences across the ecosystem.

### Pharma and Life Sciences

For pharmaceutical and life sciences organizations, we deliver key provider and patient engagement solutions that help our clients develop and launch products, empower sales teams, while increasing access to therapy, promoting adherence and improving health outcomes.

## Medical Claims Management

In partnership with third-party administrators, employers and managed care service providers in the workers compensation, disability and auto casualty markets, we deliver end-to-end medical bill review services and clinical solutions that optimize decision-making across the lifecycle of the injury claim to maximize cost containment and improve recovery outcomes.

## Analyst rankings and ratings

- Everest Group Healthcare Payer Operations – Services PEAK Matrix, Leader and Star Performer, 2020
- KLAS - Best in KLAS - Payer Claims & Administration Platforms - 2020
- NelsonHall Advanced Analytics BPS NEAT - Healthcare Capability Focus, Leader, 2019
- NelsonHall Commercial Healthcare Payer BPS NEAT Report, Overall Leader, 2019
- Everest Group Healthcare Payer BPS PEAK Report, Major Contender, 2019
- Everest Group Healthcare Report Card – A Guidebook of Key Trends and Service Provider Performance #10, 2019
- HFS Top 10 Healthcare Service, #7, 2019
- KLAS Research Best in KLAS - Payer Claims & Administration Platforms, #1, 2019
- Everest Group Clinical and Care Management (CCM) BPS Services PEAK Matrix Assessment, 2019
- KLAS Research Best in KLAS - Payer Claims & Administration Platforms, #1, 2019
- NelsonHall Business Process Transformation through RPA and AI NEAT - Healthcare Capability Focus, Leader, 2018
- Everest Group Healthcare Analytics Services PEAK Report, Major Contender, 2018

## Share of our business

Commercial Healthcare accounted for 11% of Conduent revenues in 2019.