Digital platform that helps healthcare organizations realize meaningful efficiencies and drive patient outcomes

Easing the pain of core administration and payment through technology

The Medicaid Managed Care, state Medicaid, Medicare Advantage, and commercial healthcare market is growing at greater than 6% Y-O-Y. With Conduent's extensive experience across the healthcare spectrum, this market presents a unique opportunity for Conduent.

Conduent brings to bear more than 30 years of deep subject matter expertise and understanding of healthcare. Our extensive presence in the payer, provider and pharmaceutical markets gives us unique insights into the areas with the most need for intervention and solutions to enhance end user experience and outcomes. . Conduent healthcare solutions remove obstacles like inaccessible data, payment leakage and inefficient processes, so you can focus on improving health outcomes through better, more affordable and more accessible healthcare.

End-to-end core administration in a modern technology platform

With the acquisition of Healthcare Solutions Plus (HSP), who was named Best in KLAS 2019 for core payer claims administration systems, Conduent can provide end-to-end core administration in a modern technology platform, with built in high degree of automation and easy exchange of data with your internal teams, external constituents and third-party vendors. The solution is designed to better serve our current and prospective commercial and government payer clients across the value chain. Conduent's Core Administration Processing System (CAPS) solution is a key connector of administrative functions for healthcare funding entities, across the spectrum of products, including commercial payers, managed care organizations, state Medicaid agencies and Medicare Advantage payers and extended health products like Dental and Vision

Holistic administration automation

The main approach to application architecture offers both standard and tailored components, ensuring that the solution is scalable to meet the needs of any organization; constantly evolving and ready to respond to the ever-changing needs of our clients. Our solution focuses on holistic administration automation – rather than individual and disconnected processes. The solution also has flexibility in deployment and can be deployed for end to end processing and also for modular servicing of one or more functions – eg: Claims as a Service (CaaS). The technology is offered as a hosted solution or on premise deployment at our clients' sites.

What makes HSP different

- One integrated financial, operational, constituent platform for payer organizations and third-party administrators

- Integrated Imaging and Fulfillment capabilities

- Enter new markets and launch new products rapidly with fewer resources

- Real-time access 24/7/365 on any type of mobile device to your personalized dashboard, style of reporting and web portals

- A single source of truth for all data elements – members and providers

- Integrated information and processing for regulatory compliance

- Embedded multi-step workflow and automated payment processing

- 95% claims auto-adjudication rates

- Care Management and Population Health management capabilities

About Conduent

Conduent creates digital platforms and services for businesses and governments to manage millions of interactions every day for those they serve. We are leveraging the power of cloud, mobile and IoT, coupled with technologies such as automation, cognitive and blockchain to elevate every constituent interaction, driving modern digital experiences that are more efficient, helpful and satisfying. Conduent's differentiated offerings touch millions of lives every day, including two-thirds of all insured patients in the U.S. and nearly nine million people who travel through toll systems daily. Whether it's digital payments, claims processing, benefit administration, automated tolling, customer care or distributed learning – Conduent serves a majority of the Fortune 100 companies and more than 500 government entities. Learn more at **www.conduent.com**

About HSP

Since 1996, HSP has provided claims processing software and healthcare information systems for medical, dental, vision and specialty health. Our solutions are designed to meet the needs of health insurance companies, medical providers, and managed care organizations with one of the highest auto-adjudication rates in the industry. Managing over 30 million lives on the unified HSP Payer Suite, the HSP team has gained extensive expertise in comprehensive payer administration solutions and the complete continuum of health plan administration.

Conduent and HSP Integrated Value Chain

Enrollment, Benefits & Eligibility
Support the enrollment of members and managing their eligibility for their plan benefits

Billing
Management of member premiums and group administration fees

Claims Capture
Accepting electronic and scanned claims into the CAPS

Claim Administration
Validating submitted claims for member eligibility, accuracy, compatibility of coding, pricing and date of service, including auto adjudication and claims payment.

Customer Service
Providing and recording direct member and provider services

Provider Data Management
The management of provider contracting, enrollment, credentialing, maintenance and associated functions

Data Integration
Stores all CAPS data in a single database providing access to information in real-time and availability for reporting and analytics purposes

BI & Analytics
Supports a variety of analytics including medical utilization, population health, clinical efficacy etc.

Care Management & Population Health Management
Provides a variety of tools to support value-based care, population health management, price transparency etc.

Web Portal and Mobile Services
Providing members and providers with secure, private electronic access to healthcare information in real time.

Seamless Integration
Providing a large library of web services supporting real-time integration with third-party applications

CONDUENT