

## Digital Transformation Solutions

The healthcare market is always changing, so you need solutions that respond to your health plan's needs. We have over three decades of transaction processing experience and utilize onshore, near-shore, and offshore processing centers around the world to offer round-the-clock, end-to-end service delivery.





# Conduent provides the full spectrum of Digital Transformation Solutions to the healthcare industry.

Recognizing that transactional services are essential for businesses to succeed but are also serious drain on resources, we can assume the day-to-day tasks to help streamline operations and allow our clients to focus on their core business and achieve profitable growth. By combining of a number of discrete services, Conduent can manage the entire content lifecycle and automate manual processes for improving access to, and the quality of, critical information.

## Digital Transformation Solutions:

### Front End

- Mailroom
- Electronic portal
- EDI clearinghouse
- Paper/image import
- Prep/sort/repair
- Fax server solutions
- Image enhancement
- White mail processing

### Image and Data Capture

- Day-forward and back-file
- Centralized, distributed, and onsite scanning
- Optical Character Recognition (OCR)
- Automated Document Recognition (ADR)
- Web-enabled data capture
- Film, fiche, and digital media conversion

### Post Processing

- Automated/Rules-based processing
- Intelligent queue
- Exception & issue processing
- Data validation

### Payment Services

- Cash management
- Check processing
- Credit/debit card processing
- Clearinghouse services
- Electronic balance transfer
- Electronic fund transfer

### Document and Transaction Content Management

- Secure upload, storage, retrieval and destruction services for paper documents, and electronic files
- Workflow automation and reporting
- Disaster resistant and secure content storage and retrieval centers

### Transactional Print & Mail and Multi-Channel Communications

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You shouldn't have to choose between accuracy and functionality. Expanding system capabilities can result in huge time and programming costs. Our services are targeted to increase functionality without adding administrative burdens and inefficiencies.

## Our solutions utilize sophisticated tools and processes to ensure consistent quality and timeliness.

We use a combination of proprietary, partner, and client tools to create a solutions customized to meet the needs of our clients. All of our services are technology-neutral. Our clients may designate the application platforms and provide secure access into their processing environment. Many of our clients work within a multi-application environment. We analyze the enterprise and develops a solution to help optimize each client's systems. Our sophisticated tools and processes enhance the workflow of transactional services to accelerate the startup of new clients, facilitate change, and provide cost-effective operations.

### Master Control Program (MCP)

Our Master Control Program (MCP) is the backbone that controls the flow of your valuable information, feeds our quality process and enables real-time reporting. Intake channels include paper, electronic, fax, Web, and voice (phone).

<b>Production Monitoring</b>	What, When, Who, Where
<b>Activity Data</b>	Incentive Compensation, Quality, Reporting
<b>Workflow Management</b>	Tasks, Queues, Schedules, Turnaround
<b>Inventory Control</b>	In = Out, Accountability
<b>Processing Integration</b>	Conduent Core Tools, Client Processes, Security, Scalability

### Intelligent Queue Processing (IQ)

IQ works to resolve questionable source data, with:

- Online research of client files
- End-to-end process analysis
- Identification of root cause
- Reject processing

### WebDE

- Our WebDE service uses Web-based architecture and a powerful GUI to offer a dynamic, robust and flexible data capture solution. Its benefits include:
  - Data integrity – Restricts and tracks data access throughout workflow
  - Easy configuration – Project Manager Utility reduces design and implementation
  - OnePass repair – Character and field repair, sight verify and interactive validations in one pass
  - Quality improvement – QI randomly samples keyed data and feeds them to WebDE for comparison

### Document and Character Recognition

Provides superior data capture quality by utilizing “intelligent character recognition” technology.

### Web Intelligent Queue (WEQ)

Lengthy reviews use valuable resources on administrative tasks. But our solutions can help automate these tasks. We collaborate with you to expedite resolution of questionable source data.

- Same as IQ process, but with client interaction
- Web access allows workload balancing
- Avoids reprocessing of entire transaction
- Centralized tracking and reporting

### Automated Intelligence Technology

Automating your document processing with our solutions yields many benefits. You expand fewer resources on manual interventions, saving them for only the most complicated claims. Our solutions leverage automation tools to enhance productivity, increase accuracy, and improve timeliness. A remote server performs logical decisioning processes and actions. We leverage tools to automate manual, repeatable processes where data is accessible in electronic format. We can achieve 10 to 15 times the productivity of even the most experienced (human) processor.

### Transactional Content Manager

Our enterprise content management solution specializes in document and transaction content management. The platform offers data, document, and workflow consolidation available in a single-source, web-based environment.

# A true end-to-end solution to optimize your investments.

## **Pulling It All Together**

Our front-end services create a single collection and control point. Through multiple intake channels, our clients have convenient Web-based access to their content and electronic workflow management solutions that virtually eliminate the need for handling paper documents. Our services promote customer retention and provide the ability to merge images with customer support for maximum efficiency.

Additionally, our services are part of an integrated services portfolio of creative, print and digital delivery capabilities. From front-end strategy, communication development, and multi-channel delivery to back-end care management and analytics. Conduent is the only company that can provide and synchronize your front-end strategy with the back-end customer care platform to optimize the investments made in both and provide a true end-to-end solution.

## **Benefits**

- Reduce operating cost and capital expenditure
- Shift resources to core competencies, increasing productivity and satisfaction
- Streamline and optimize document-driven business processes to provide new capabilities, reduce errors and improve cycle times
- Enhance security, compliance, and business continuity (fully compliant with HIPAA and other healthcare regulations)
- Standardize operations on a global basis

## **Our Services in Action**

Health insurer was overhauling its claims processing system. The challenge: an aggressive 75-day ramp-up to full data capture services of over 250,000 claims per week. We took on the task, and increased the number of auto-adjudicating claims. The result was a 75 percent reduction in processing cycle time, from an average of 10 days to just 60 hours.

## **What Sets Us Apart**

We improve your customers' experience by helping you transition key communications and processes from paper to digital. By leveraging our expertise in transaction-intensive processing, analytics and automation, we're able to work at a massive scale while still making each of your transactions personal and secure.

Exceeding expectations begins with a strong business foundation.

- Global reach and robust processes, anchored by financial stability
- Reputation for reliable, accurate service delivery that exceeds expectations
- Healthcare industry-domain expertise and credibility
- Flexible business models for true client partnership
- Industry standards, ISO 27001 certified for data security and confidentiality









## About Conduent

Conduent is the world's largest provider of diversified business process services with leading capabilities in transaction processing, automation, analytics and constituent experience. We work with both government and commercial customers in assisting them to deliver quality services to the people they serve.

We manage interactions with patients and the insured for a significant portion of the U.S. healthcare industry. We're the customer interface for large segments of the technology industry. And, we're the operational and processing partner of choice for public transportation systems around the world.

Whether it's digital payments, claims processing, benefit administration, automated tolling, customer care or distributed learning – Conduent manages and modernizes these interactions to create value for both our clients and their constituents.

**Learn more at [www.conduent.com](http://www.conduent.com).**

