

Platform⁺⁺

Unlock zero cost transformation
with Mphasis Platform⁺⁺ Solutions

Healthcare payer organizations face numerous challenges, including financial, regulatory, and fast-paced digital transformation. These challenges are further complicated by legacy systems, ever-changing customer needs, data-driven business models, the speed at which the plans are modernized, and lack of skilled resources. Hence organizations are forced to tackle inefficiency, high operation costs, and unsatisfactory member experience.

Platform⁺⁺: Empowering Payer Administration Through Next-Gen Technologies

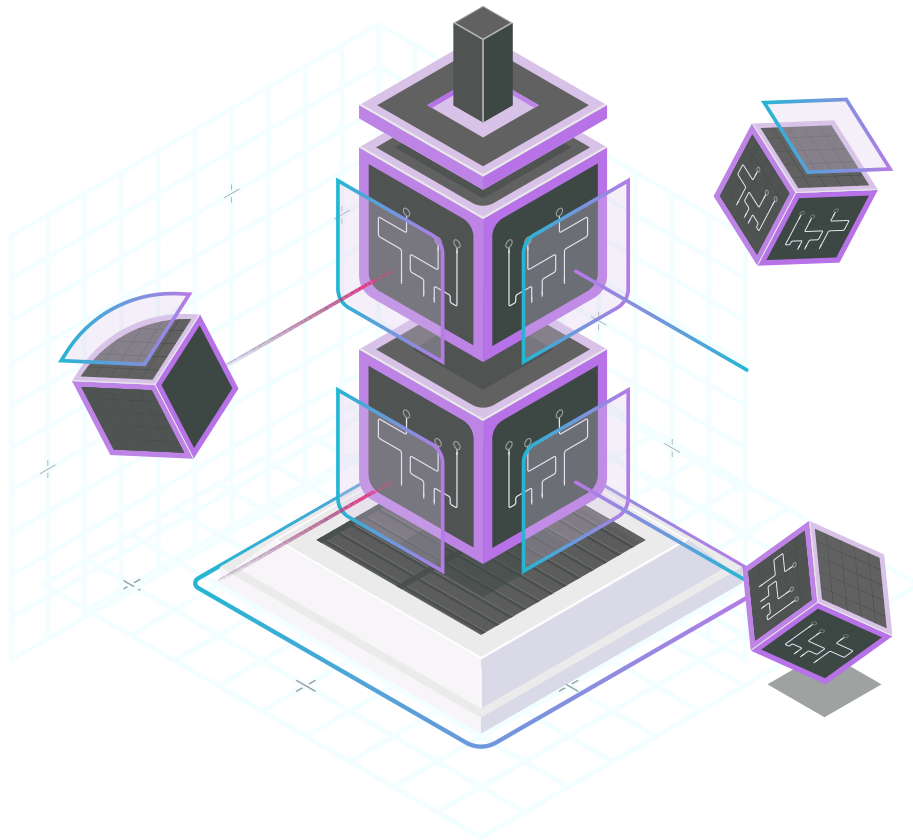
Platform⁺⁺ is a Business Process-as-a-Service (BPaaS) model that combines advanced technology and extensive healthcare expertise to deliver zero cost transformation by implementing cloud-based solutions that streamline operational processes without additional expenses. Built over a powerful core administrative payer platform, it leverages pre-built functionalities, scalability, and reduced infrastructure costs, helping healthcare organizations enhance efficiency, improve customer experiences, and focus on delivering quality care. This helps payer organizations transition from conventional outsourcing to an outcome-focused, comprehensive platform-driven strategy which frees them to invest in new opportunities and groundbreaking innovations.

Platform⁺⁺ leverages the power of our patented AI and ML solutions to provide higher operational efficiency and resource optimization, with next-gen business process services and cognitive data analytics capabilities further enhancing its capabilities and delivering an intelligent, lean, and highly resilient approach to operations.

Lean Business Operations

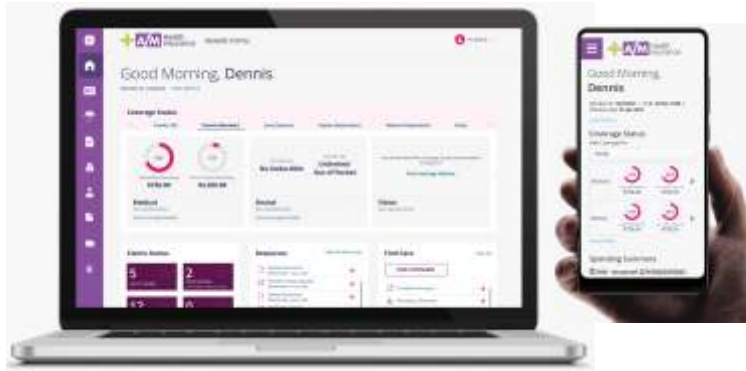
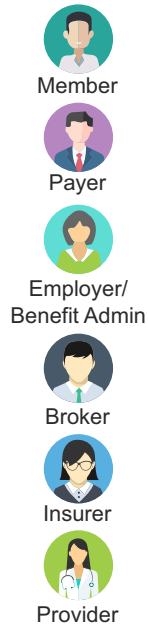
Platform⁺⁺ leverages Mphasis NEXTOps with robust automation tools, accelerators and NEXT Labs proprietary solutions that include Hypergraf™, DeepsInsights™, Mphasis Generative AI, and Optimize.AI. It helps payers achieve higher operational efficiency and effectiveness while improving resource optimization and cost.

Integrated Experiences



With the need to integrate disparate systems, streamline inefficient operational processes and implement collaboration across various LoB's, it's imperative to lead with experience - for members and providers. Mphasis Platform⁺⁺, is an omni-channel BPaaS solution for healthcare as it leverages experience design and integrates people, technology and processes to boost any health plan's agility and efficiency by consolidating IT and customer management processes on a single platform.

Omni - Channel Experience - Supportive Personas



Highlights

- **Omni Channel Experience** - Support across multiple devices.
- **Intuitive navigation** - Standard and consistent navigation across the portal, guides the user through the navigation menus and options.
- **Responsive Web Design** - Consistent look & feel across devices and improved user experience, easy maintenance and lower development cost, easier to monitor analytics and increased conversion rates, increased mobile traffic and lower bounce rate.
- **White Labeled Application** - Ability to apply brand & style, suitable themes available for a better brand experience, customize phrases and terms used by your brand, and Configurable UI.
- **Cross platform application (Responsive and native)** - Reusable code across platform, reduced development time and cost, simple cloud integration and easy maintenance.

Features of Platform⁺⁺

Plan Building & Group Setup:

Configuring health plans and other health-plan-related processes.

Group/Member Administration and Billing:

Mphasis benefit administration for membership and billing renewals and changes. With RPA, we identify the root cause and implement process improvements to minimize the complaints.

Provider Network Maintenance:

Advanced automation tools enable payers to deliver accurate reimbursements to providers when updating their contracts and practitioner records and avoid any penalties due to delays or errors.

NEXTOps:

Combines domain specialization with knowledge in digital and operations, NextOps focuses on a complete rethink of business operations using advanced automation tools, digital devices, and AI/ML.



Customer Experience:

Customer experience led by design, real time integration and configurable Experience Framework.

Claims Pricing:

Automated Claims pricing and repricing engine. Supporting fee for service and bundled payment contracts.

Claims Adjudication & Adjustments:

Automating the claims adjudication & adjustments to process high volumes faster.

Producer Management (Agents & Broker):

A self-service portal powered by RPA.

Generative AI:

Integrated Conversational AI solutions, powered by generative AI technology and large language models (LLMs) transform how customers, agents, and employees interact with enterprises, improving experience and driving operational efficiency.

Delivering Differentiated Values and Benefits

Platform⁺⁺ helps manage core-admin health plan functions, technology services, business operations, and IT infrastructure.



Field level transactional accuracy of **99%**



Ongoing injection of **RPA** for process efficiency



Experienced team with domain expertise



Form level or document level accuracy of **99%**



Contractual commitment for timeliness and quality metrics



Global team with agility to scale as needed

Success Story

Deployed Platform⁺⁺ to enhance operational efficiency and reduce costs

For a leading third-party administrator, we implemented Platform⁺⁺, a BPaaS delivery model to upgrade the technology landscape to improve operating efficiencies and costs immediately.

Platform⁺⁺ processes and integrated AI, and RPA delivered the following benefits



Over **90%** in first-pass resolution rates



85% in auto-adjudication rates



99.5% in financial quality

To know how we can help you in achieving operational excellence contact us at: mphasis.healthcare@mphasis.com

ABOUT MPHASIS

Mphasis' purpose is to be the "Driver in the Driverless Car" for Global Enterprises by applying next-generation design, architecture and engineering services, to deliver scalable and sustainable software and technology solutions. Customer centricity is foundational to Mphasis, and is reflected in the Mphasis' Front2Back™ Transformation approach. Front2Back™ uses the exponential power of cloud and cognitive to provide hyper-personalized ($C = X2C^2 = 1$) digital experience to clients and their end customers. Mphasis' Service Transformation approach helps 'shrink the core' through the application of digital technologies across legacy environments within an enterprise, enabling businesses to stay ahead in a changing world. Mphasis' core reference architectures and tools, speed and innovation with domain expertise and specialization, combined with an integrated sustainability and purpose-led approach across its operations and solutions are key to building strong relationships with marquee clients.

Click here to know more. (BSE: 526299; NSE: MPHASIS)

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