

Implementing an Integrated Platform to Transform Business Efficiency in Record Time

THE CLIENT

A benefits administration company, recognized for its industry-leading expertise, superior customer service, and a desirable product suite.

Business Objective

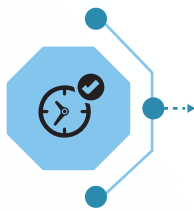
To provide an integrated and modern platform that addressed all the client's business requirements and ensured comprehensive functionality, low cost of ownership, and proven return on investment (ROI). It was crucial that this platform was up and running quickly.

How Mphasis Helped

Mphasis used their industry-leading expertise to devise a strategy and took the following measures:

- Reviewed every aspect of the client's current business flow and determined the best way to convert and set up the organization's product in HEALTHpac™, meeting a timeline defined by the company's business needs
- Conducted onsite training and followed it up with remote training sessions for the remaining modules and miscellaneous processes
- Developed two custom imports for the client for both the claims and eligibility imports for historical data, which allows easy importation of client's data into the HEALTHpac™ system
- Ensured a seamless system transition, along with the development of these imports within a short time frame
- Modified client data where necessary and made it available within HEALTHpac™ by the go-live date, making the transition more efficient for ongoing business needs
- Delivered a solution designed by a team that had rich experience of working with the system

Value Delivered



Ensured that the platform was ready to go live in a record-breaking time of four months



Provided the client with additional business process outsourcing (BPO) services and vendor solutions that were integrated with HEALTHpac™, making the business more efficient and cost-effective



Added services such as inbound/outbound data file processing for claims and eligibility, including industry standard X12 files, custom imports, ID card extracts, cobra administration, and billing administration



Facilitated the client signing a contract with an integrated vendor for checks, explanation of benefits (EOB), and ID card fulfilment, which was done in-house previously

About Mphasis

Mphasis enables customers to reimagine their digital future by applying a unique formula of integrated cloud and cognitive technology. Mphasis X2C² formula for success, (shift anything to cloud and power everything with cognitive), drives five dimensions of business value with an integrated consumer-centric Front2Back™ Digital Transformation, enabling Business Operations and Technology Transformation. Mphasis applies advancements in cognitive and cloud to traditional application and infrastructure services to bring much needed efficiency and cost effectiveness. Mphasis' core reference architectures and tools, combined with domain expertise and hyper specialization are the foundation for building strong relationships with marquee customers.

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