

Delivering a Digital-enabled Health Plan



The Client

An administrator for self-insured groups who needed to interact in real-time with their in-house clinics, pharmacy benefit managers, and data analytics solutions.

Business Objective

To create an integrated architecture to deliver one point of service (POS) and adjust claims across multiple products.

How Mphasis Helped

- Provided a modernized core claims processing component
- Delivered a modernized core Platform as a Service (PaaS) environment
- Used a core integration component that supports real-time transactions across systems
- Received and processed accumulator data in real-time across medical and pharmacy products to calculate members' out of pocket expenses
- Initiated the Javelina®-led agile development of client requirements
- Supported real-time submissions, adjudication decisions, and responses across multiple channels
- Developed support for real-time receipt of accumulators across multiple sources
- Established on-the-fly claims adjudication across multiple products
- Organized immediate POS response and request

Value Delivered

**Enhanced
the process of
claims automation**



**Improved
client satisfaction
and accuracy**



JAVELINA®



**Enabled growth and retention through
the market differentiation feature**

About Mphasis

Mphasis (BSE: 526299; NSE: MPHASIS) applies next-generation technology to help enterprises transform businesses globally. 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 ($C = X2C^m = 1$) 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 are key to building strong relationships with marquee clients. To know more, please visit www.mphasis.com

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