A New Era of Transformation with Healthcare Digitization

Digital Transformation in Healthcare

The Healthcare industry faces a range of disparate technology and operational challenges that result in poor experiences for both members and providers, ultimately hindering business performance. In addition, evolving regulatory and compliance requirements, cyber threats and data management add layers of complexity that need immediate attention.

As a new wave of patient expectations driven by AI and next-gen technology becomes prevalent in healthcare, digital transformation is essential to gaining a competitive advantage and effectively managing patient expectations.

Key Challenges in the Healthcare Industry

Technology

- **Platform multiplicity** needing consolidation post M&A
- Core Administration System with **limited/no integration to new tech**
- **Legacy Tech Debt** is harder to integrate/add-on new business-centric solutions

Operational Costs

- **Administrative Redundancy/Rework** impacting the overall bottom line
- **Ongoing staff hiring, attritions, training** with increased cost spend
- **Limited/No Global Operating Model** to achieve economies of scale

Member & Provider Experience

- **Poor omnichannel experience** for members and providers
- **Errors, Inefficiency & Delayed processing** leads to provider dissatisfaction
- **No proactive updates** with manual follow-ups with elongated response times

Business Performance

- **No transparency** on Business Operations Metrics
- **No Industry Baselining/Best Practices** - Low AA rates and inefficient Quality audit/reporting
- **SLA not linked to Business objectives** - Billing errors, claims delays, regulatory, etc.

Mphasis Platform++ Transformation Playbook

Mphasis offers an end-to-end approach to digital transformation, enhancing efficiency across the entire value chain. From modernizing legacy mainframes and digitizing user experiences to improving operational efficiency and accelerating IT value streams, our solutions help healthcare enterprises fast-track their digital transformation, outpace the competition and deliver positive experiences.

Our powerful playbook fast-tracks the digital transformation journey and empowers healthcare enterprises.

	Platform Modernization & Transformation	Experience Digitization	Operations Transformation	Data/Analytics & Other Applications/IT Value Stream Acceleration
Scope	☑ Javelina Platform Implementation ☑ Legacy/Mainframe Modernization ☑ Cloud Migration and Implementation ☑ Interoperability Integrations	☑ Portals/Mobile App ☑ Gen AI – Chat/IVR/Telephony ☑ Fax Digitization – OCR/ICR/NLP ☑ CRM Implementation	☑ RPA-enabled Back-Office (Claims, Billing, Plan Setup, etc.) ☑ Next-gen Call Center ☑ Optimizations & Quality (Lean & Six Sigma) ☑ Global BPaaS Delivery	☑ Business KPI-driven Data Pipeline Builds – Data Lake/Mesh/Fabric ☑ AI/ML Analytics ☑ Cloud-based Third-party Integrations ☑ AI-driven DevSecOps/ SRE Management
Outcomes	• Process Optimizations and Improvements • Auto Scalable with Cloud Options • Improved Data Access & Reporting • API Management for Web & Mobile App Design • Flexible Pricing Models – PEPM, PMPM, Per Claim Options	• Self-service Enablement – 30% Savings • Quicker Resolution Time • Provider/Member Satisfaction • Evidence-based Design – Increased Adoption • Reduced Manual/Redundant Efforts • Zero Cost Pricing Models	• Reduced Manual Interventions • Reduced AHT • Quicker Resolution Time • Right Shore Cost Optimization (40-50%) • Flexible Commercial Models (Buy-Transfer-Operate)	• Improved Data Liquidity and Access • Proactive Cost and Quality KPIs with AI/ML • Faster External Analytics Vendor Data Sharing • Zero Downtimes • Business-driven SLAs