

Platform⁺⁺

Unlock zero cost transformation in
healthcare with BPaaS

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

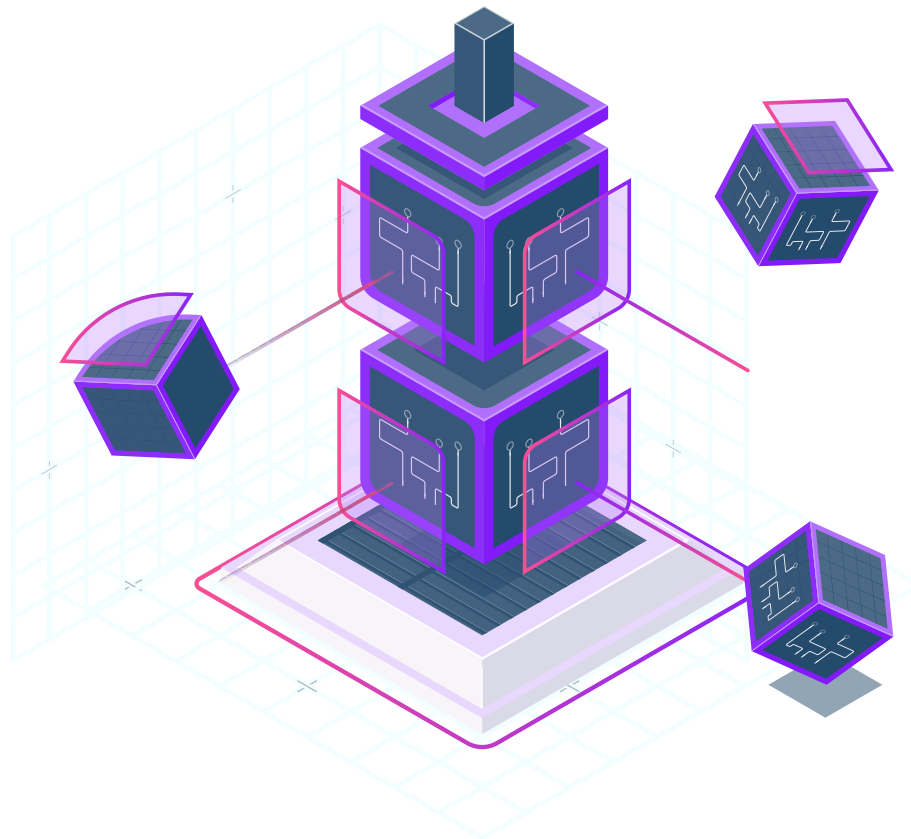
Platform⁺⁺ is a Business Process-as-a-Service (BPaaS) model that combines advanced technology and extensive healthcare expertise to deliver zero cost transformation by implementing cloud-based solutions that streamline operational processes without additional expenses. Built over a powerful core administrative 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 NEXTLabs 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.

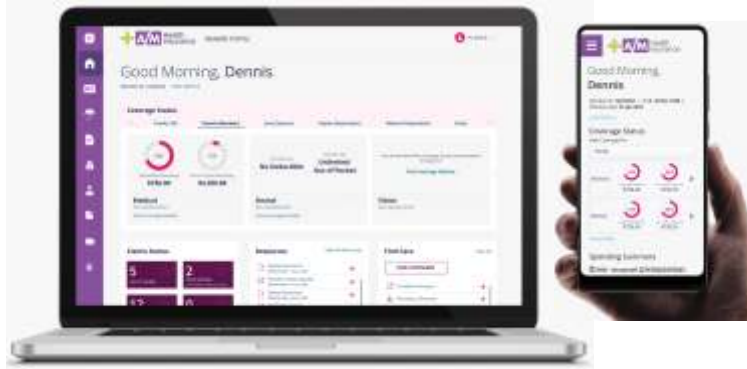
Integrated Experiences



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

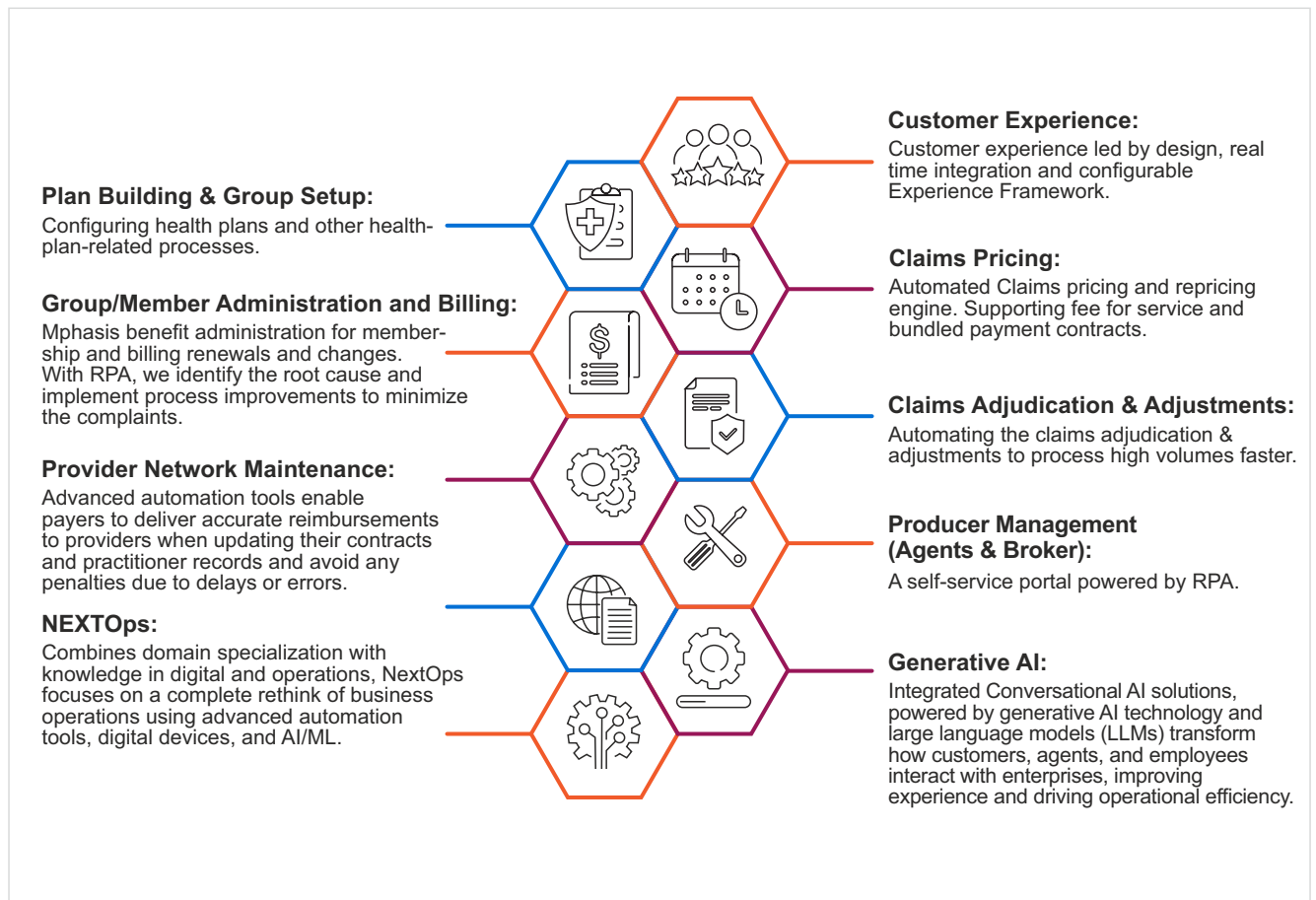
-  Member
-  Payer
-  Employer/
Benefit Admin
-  Broker
-  Insurer
-  Provider



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⁺⁺



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 write to us at: [mpphasis.healthcare@mpphasis.com](mailto:mphasis.healthcare@mpphasis.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 ($C = X2C^{2TM} = 1$) 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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