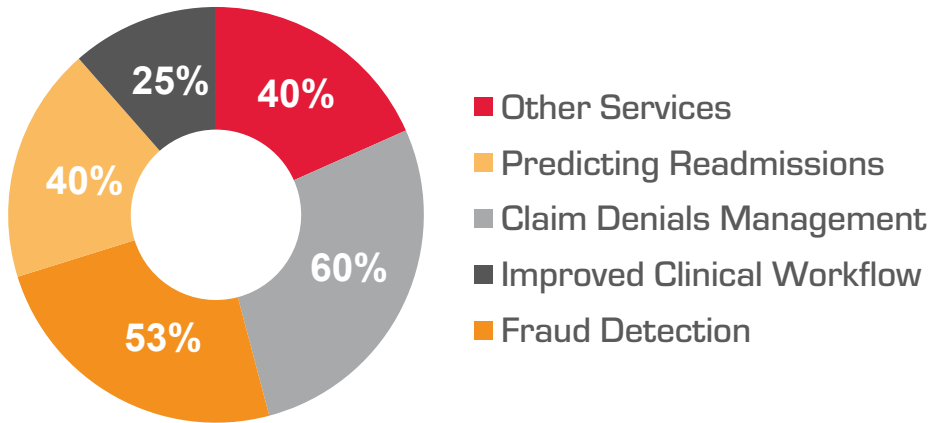# Transforming Payer Services

Healthcare Payer Industry has been challenged for long to lower the costs while improving the member experience. Intelligent Automation solutions with advanced capabilities like ML, NLP and ICR can drastically lower the manually intensive and repetitive processes such as administrative works, processing health claims, prior authorizations etc. The industry is more ready than ever to adopt the intelligent automation solutions and platforms to deliver positive member experiences.

Acceptance of AI in Payer Services

- 40% Other Services
- 25%
- 40% Predicting Readmissions
- 60% Claim Denials Management
- Improved Clinical Workflow
- 53% Fraud Detection

Global Healthcare Payer Services market is expected to register a **CAGR** of nearly **11.5 %** during the period of **2018-2023**

Up to **50%** of Healthcare Payer service market is ruled by US

Some Bottlenecks in Payer service outsourcing
- Incidents of Data Breach
- Rising outsourcing cost
- Multi Geo presence

Outsourcing Outlook in Health Insurance

Primary reasons for Outsourcing
- Rise in Outsourcing opportunities within Health Plans
- Continuous amendments in Regulation
- Rise in Insured Population
- Need of transformation in current operations
- Vendor Consolidation to get one stop solution from member Management to Claims Adjudication and IT/Application support

Market Trends

Uncertainty
Lack of clarity around regulations (stemming from uncertain political environment) has kept al major industry stakeholders on their toes.

Consumerization
Rapidly increasing role and importance of consumers Is forcing stakeholders – payers, providers and life sciences companies to change their business operating model.

Shift Towards Value
Adoption of value-based care or contracting is causing a change to how payers and providers operate
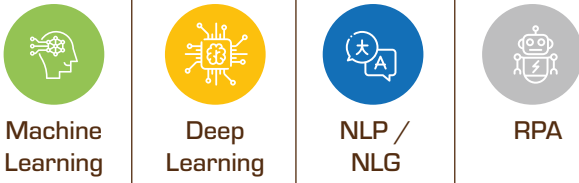
Margin Pressures
Payers and providers are facing extreme margin pressures that are forcing them to reduce costs and re-evaluate their business strategy

High Potential Process Choices for Transformation

Plan Management	Member Services	Medical Management	Claims Management	Network Management
Benefit Administration	Member Enrollment	Utilization Management	Claims Intake	Provider Credentialing
Broker Support	Group Setup	Case Management	Claims Adjudication	Provider Data Management
Sales Support	Billing & Reconciliation	Medical Review	Claims Analytics	Provider Contracting
	Member Support	Population Management	FWA Management	Appeals & Grievances

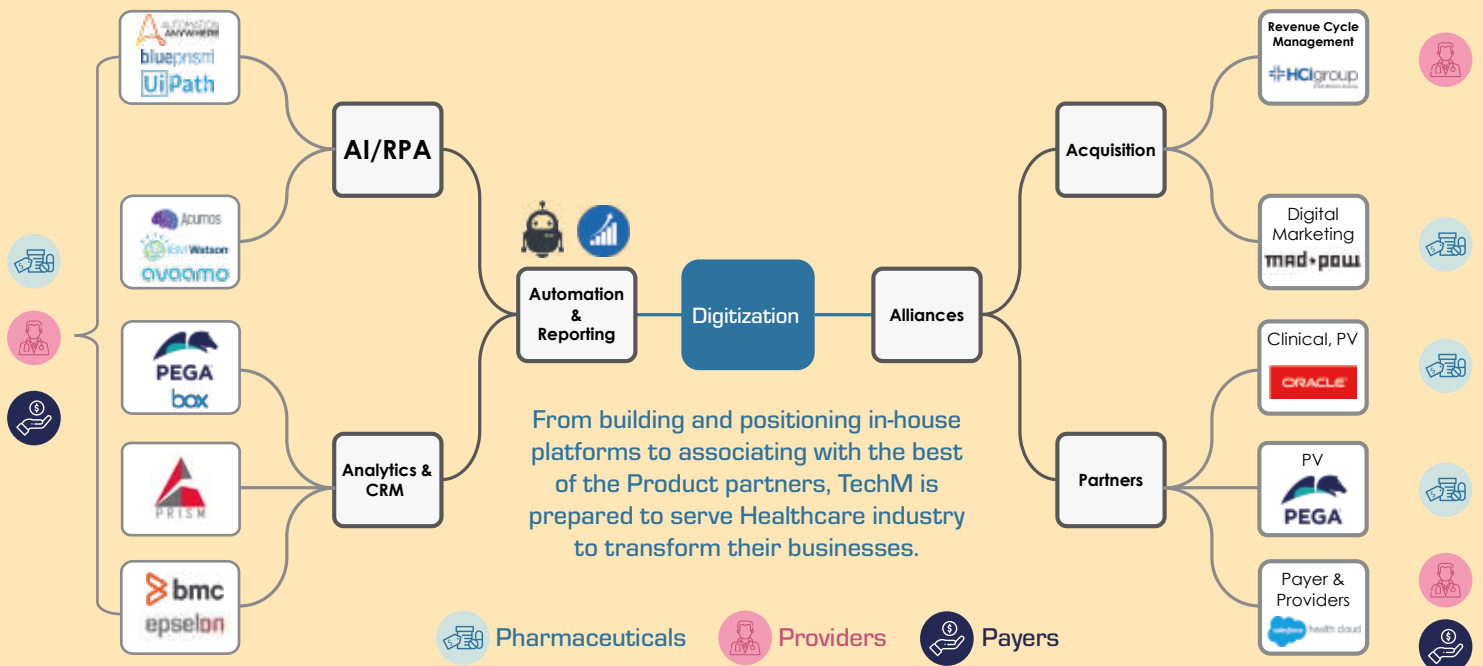## Defining AI Applicability

Machine Learning · **Deep Learning** · **NLP / NLG** · **RPA**

The defined applicability are basis Industry & Operational experience and the same may vary basis process study and process related matrix present in the respective organization for each processes.

Mapping of services with respective AI function is done basis potential prevalence of an AI function and its fitment in a service. In one process there can be more than one AI functions applicable and the same will be decided post due diligence and requirement analysis.

Our Healthcare Enterprise Transformation Framework

From building and positioning in-house platforms to associating with the best of the Product partners, TechM is prepared to serve Healthcare industry to transform their businesses.

Pharmaceuticals · **Providers** · **Payers**

Views from other Global Leaders

RPA presents a very real opportunity for the healthcare system to stop the bleed of rising costs across the globe. RPA and Intelligent Automation can lead the way in eliminating waste and changing the consumer's health journey.

UiPath — Robotic Process Automation

Finally, a solution that automates virtually any manual, repetitive task that needs to be applied to content to ensure it is accessed and acted on as part of critical healthcare business processes. A new digital workforce made up of intelligent robots is helping healthcare organizations automate the flow of information without complex coding.

KOFAX

As we look toward the future of healthcare, there are four industry-level changes that could disrupt healthcare value pools as they exist today: modernized transaction and data infrastructure; radically more efficient medical supply chain; faster, more effective therapy development; and new, personalized, and intuitive healthcare ecosystems.

McKinsey & Company

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