

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

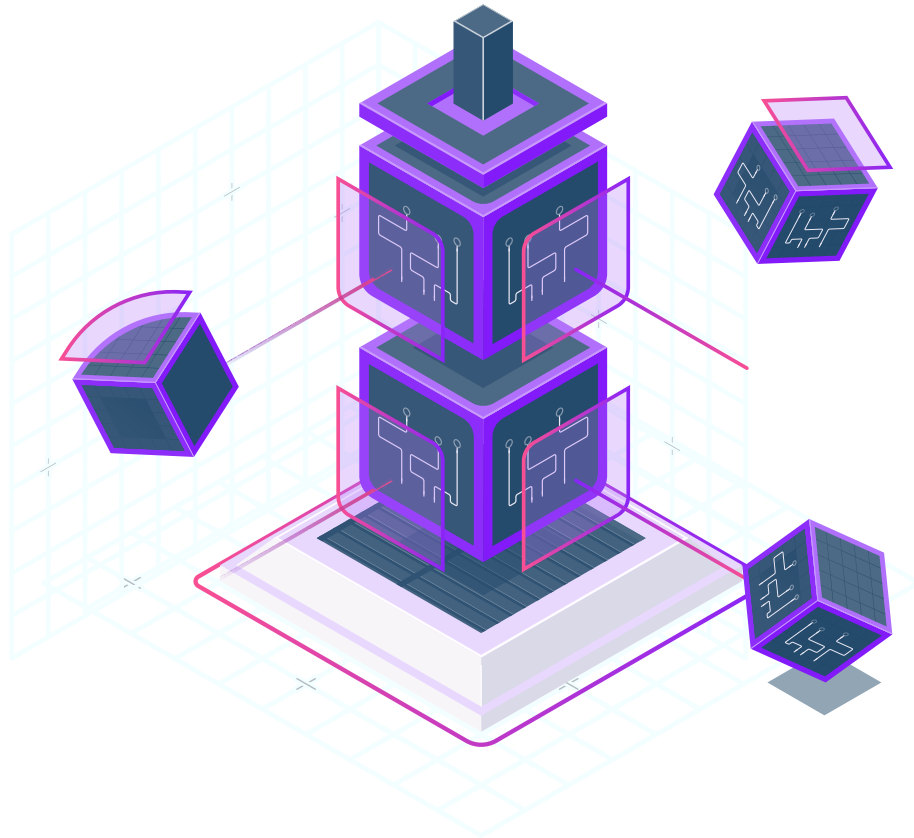
Platform⁺⁺ is a Business Process-as-a-Service (BPaaS) model that combines advanced technology and extensive healthcare expertise to deliver zero cost transformation by implementing cloud-based solutions that streamline operational processes without additional expenses. Built over a powerful core administrative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

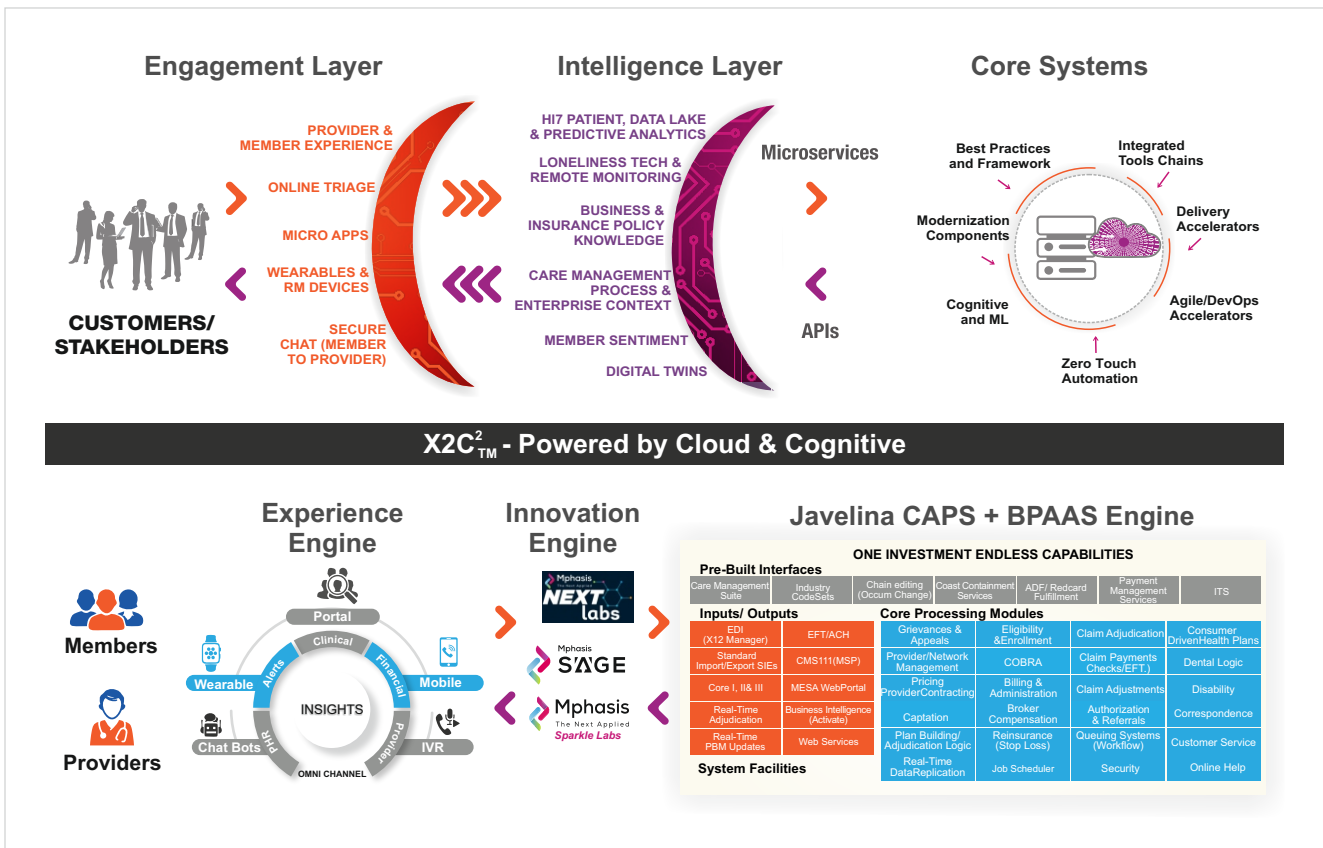
Platform⁺⁺ leverages Mphasis NEXTOps with robust automation tools, accelerators and NEXTLabs proprietary solutions that include Hypergraf™, DeepsInsights™, Mphasis CG, and Optimize.AI. It helps payers achieve higher operational efficiency and effectiveness while improving resource optimization and cost.

Integrated Experiences

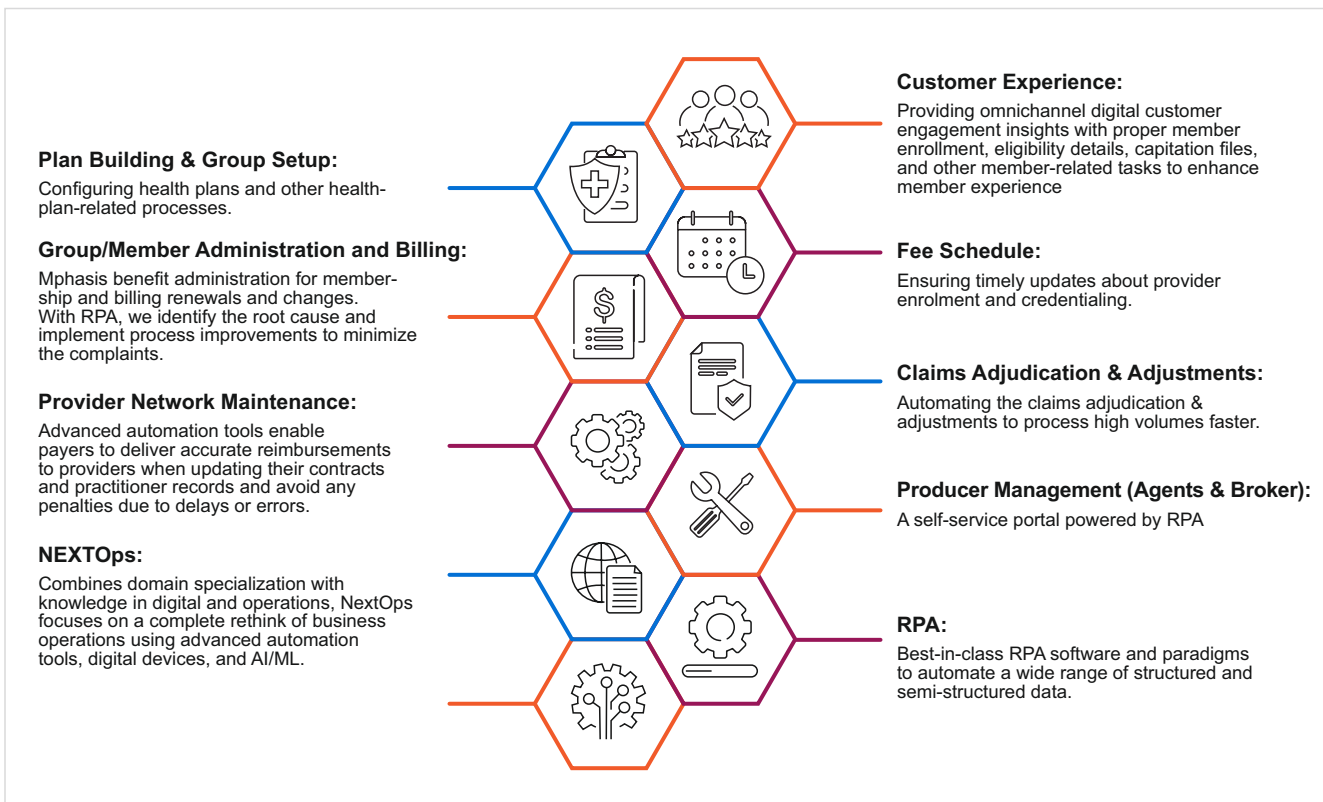


With the need to integrate disparate systems, streamline inefficient operational processes and implement collaboration across various LoB's, it's imperative to lead with experience - for members and providers. Mphasis Platform⁺⁺, is an omni-channel BPaaS solution for healthcare as it leverages experience 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.

Mphasis Next Generation Core Administration Platform






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 %**
-  Contractual commitment for timeliness and quality metrics
-  Global team with agility to scale as needed
-  Form level or document level accuracy of **99%**
-  Ongoing injection of **RPA** for process efficiency
-  Contractual commitment for timeliness and quality metrics
-  Experienced team with domain expertise

Success Story

Deployed Platform⁺⁺ to enhance operational efficiency and reduce costs

For a leading third-party administrator, we implemented Platform⁺⁺, 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: mphasis.healthcare@mphasis.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 ($C = X2C^2 = 1$) 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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