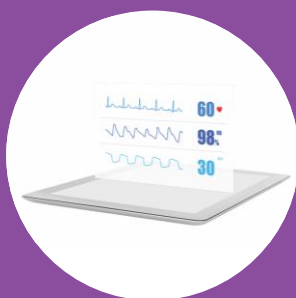


Health BPS

The healthcare industry landscape is evolving—as are member and provider requirements—creating intense pressure to improve existing operations and consumer experience while reducing costs.

Survival in today’s healthcare ecosystem demands a new way of doing business, supported by agile, intelligent business operations.



OUR CAPABILITIES

Intelligent Health BPS for Commercial and Public Service Health Clients:

- Utilization Management
- Care Value
- Compliance
- Membership Services
- Claim Services
- Provider Network Services

WHAT WE DO

Forward looking Health Leaders need to capitalize on innovation and new technologies to run operations responsibly and with resilience.

We deliver AI powered health operations that improve patient outcomes, keep costs under control and increase consumer and provider engagement. By combining deep healthcare delivery experience and subject matter expertise with analytics, automation, artificial intelligence and innovative talent we drive breakthrough growth for our clients.

We embed digital transformation in operations end-to-end, while enabling streamlined operations to serve the emerging health care market of tomorrow.

OUTCOMES

We enable our clients to improve profitability while exceeding member and provider expectations,:

- Drive **up to \$153M in revenue realization** with AI and Analytics.
- Helped a large national payer client to save nearly \$140 million in total medical costs by using Accenture Advanced Health Analytics.
- **Increased Provider CSAT** scores from 50% in 2017 to 93% in 2019.
- **Claims RPA (Automation Anywhere) Outcomes:** Achieved 40% reduction in claim turn-around time with 100% transactional and financial accuracy.
- **Claims Desktop Consolidation, Analytics and Automation Outcomes:** Improved the quality and consistency of decision making, processing 20M claims and annually and achieving cost savings of \$1.75M
- Used platform automation to strategically process claims, limiting late and inaccurate payments and **avoid more than \$15 million in penalties.**

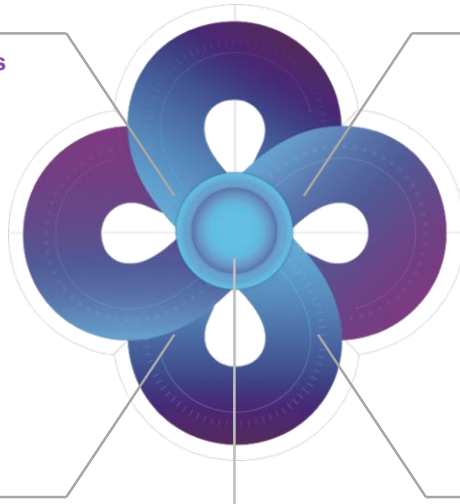
HOW WE DELIVER OUR SERVICES

Create intelligent, health experiences delivering unprecedented cost savings by impacting more spend and operating an efficient and effective process, with transparency and agility.

Human + Machine Talent

Better insights and outcomes

- 16K+ BPS Professionals dedicated to Healthcare clients
- 1,500+ Healthcare Professionals
- 200+ Active healthcare Robots deployed
- 700+ AI-focused FTEs



Work Orchestration

Ensure the right resource is tapped for the right task

- AAHAP Workforce Orchestrator enabled 95% of Medicare enrollments to process in 3 days,
- Intelligent Claims RPA
- Workforce Analytics

Diverse Data

Improve the quality and speed of decisions

- 170M+ Annual Claims transactions
- 39M+ Annual membership transactions
- 1B+ clinical associations

Business Outcomes

Deliver enterprise value

- \$15-\$20M incremental revenue capture
- \$42M in claim recoveries for one client in just 10 months
- 50% improvement in customer satisfaction
- 100% Transactional and financial accuracy through Automation
- Claims Analytics delivering \$140M in medical cost saving

Insights & Intelligence

Identify trends and opportunities

- 4 Analytics Apps
- 3 AI Advisors

HOW TO GET STARTED

www.accenture.com/accentureoperations/synops/

WHAT MAKES US DIFFERENT

Human + Machine Talent: Our use of SynOps draws on our human workforce—professionals with deep clinical and administrative healthcare industry expertise, data scientists and AI experts—to compliment and augment our machine workforce. We combine the power of AI and advanced analytics, along with industry and domain talent to create compound intelligence.

New Sources of Value and Innovation through Disruptive Analytics: Accenture's Advanced Health Analytics Platform (AAHAP) drives operations while providing business insights directly to the clients and back into the way Accenture processes continually pushing operations forward, towards increased value and innovation.

Ability to Scale and Drive Value Rapidly: With knowledge and experience comes scale at speed. We have the process depth to be able to seed new operations with experienced talent and train new staff with state of the art tools; collectively reducing time to steady state go live.

Depth and Breadth of Accenture's Global Health Vertical: Accenture's innovative end-to-end health industry services apply extensive industry knowledge and a best in class workforce to jumpstart value realization.

CONTACT INFO

Find out more:

www.accenture.com/HealthBPS



1. Health Check

Conduct a health check to assess the 'as is' state compared to best in class.

2. Art of Possible

Explore the value you can receive from Accenture Health BPS.

3. Business Case

Build a robust business case and roadmap.

4. Make it Real

Make it real by putting foundations in place.

5. Realize the Value

Get started with an as-a-service framework & realize the value by achieving business outcomes.