



Providing Greater Business Impact to Healthcare Product Services at Lower Costs

Healthcare organizations invest a significant share of their IT budgets in modernizing and upgrading legacy systems to the latest core administration and care management platforms. As the reform momentum gathers pace, smarter and more efficient IT management strategies are needed to maximize the value of healthcare product investments. As healthcare businesses gear up for the consumer-centric model, IT teams must tread the fine balance between operating costs and new business requirements.

Syntel's Solution

With a concentrated focus on healthcare products, Syntel offers a comprehensive range of services across leading core administration and care management platforms such as FACETS, QNXT, NetworX, HealthEdge and Care Advance Enterprise.

Our **healthcare product consulting team** blends platform expertise with a global delivery model to deliver innovative IT/KPO services and solutions, augmented by value-added tools and accelerators. This enables our clients to develop greater business capability on their healthcare platforms, while lowering per member per month (PMPM) costs.

Syntel's services range from configuration to coding, and upgrades to testing. Our transformational solutions enable your organization to align with healthcare reforms and digitally leverage data and capabilities of underlying core platforms.

Efficiency and automation solutions

- Platform play KPO services for members and providers across the payer value chain
- Platform management across product lifecycle including implementation, integration, version upgrades, testing and PMPM-based maintenance and support
- Business configuration and test automation solutions

Reform acceleration solutions

- Core and care platform integration for Healthcare Information Exchange (HIX) and private exchanges
- Star rating improvements
- Provider network competence

Digital foundation solutions

- Integration of core and care data for mobile and other digital platforms
- Customer-centric solutions like Know Your Customer (KYC) 360° and Engage Your Customer (EYC) 360°
- Smart care providing wellness and remote healthcare solutions

We offer solutions to leading national, Blues and regional payers (including top four health plans) in a wide portfolio of IT and KPO services, managing application platforms and driving business transformation initiatives.

BUSINESS BENEFITS

- More than 20% lower PMPM costs for platform maintenance
- Over 30% faster upgrades using our layered upgrade framework and tools
- Over 40% savings on FACETS configuration tasks on provider and code sets

WHY SYNTEL?

- A leading global IT and KPO service provider
- Established in 1980 (NASDAQ: SYNT)
- 30 offices in North America, Europe and Asia
- Flexible onsite-offshore global delivery model
- Dedicated Centers of Excellence to help clients with project guidance, advanced accelerators and optimized frameworks
- Proprietary tools, accelerators and frameworks for greater speed and better performance

Tools and Accelerators

Leveraging Syntel tools and accelerators to deliver tangible benefits

Platform Management Tools

- Step-up probe - Multi-format FACETS custom code Impact Analyzer
- Factory - Repository with 3,000+ FACETS test cases and 500+ automation scripts
- Keyword generator - GUI-based keyword file format mapper for point-point interface development
- D2 Data generator - Dictionary for FACETS database, batches and common interfaces
- F - Connect - Inventory of common custom code interfaces for FACETS
- Data Mocker - Data masking tool for FACETS batches

Regulatory Tools

- HIXenable - Business process-driven architecture for HIX
- Risk Adjustment - Edge server XML generator for membership and claims
- PNA - Monitoring benchmark count of Payers' network
- Star rating - A dashboard for improving Payers' Star scores

Process Tools

- ElicitAR - Claims reporting and analytics framework lined to FACETS data
- Configura TOR - FACETS Provider and Code sets configuration accelerator
- Agile - Ogile PNA - An iterative, cost-effective software development methodology

Delivering Excellence

Seamless Platform Modernization and Management

Syntel's client, an East Coast-based regional payer, needed assistance in defining service and performance metrics for their platform applications. Key challenges included a low first pass claims rate (66%) and extended manual efforts. Syntel provided integrated platform management services with in-house tools and accelerators for ITIL-compliant services and enhanced business performance. The integrated ITIL-based service design and operations delivered these benefits:

- 15% reduction in point-to-point code inventory rationalization
- 15% improvement in claim pass rate
- 30% reduction in total cost of ownership
- An integrated platform monitoring and management dashboard with known error database (KEDB) and standard operating procedure (SOP) setup for FACETS, CAE and other major products

Enhanced Business Configuration Efficiency

Syntel's client, an independent non-profit health plan operator, had large volumes of provider contracts, provider updates and supplemental codes, which were to be loaded to FACETS. This included new contract configurations and contract/code modifications to avoid any impact due to ICD 10 migration. Syntel provided an end-to-end value-driven automation solution on FACETS to accelerate time-to-market for configuration tasks. The initiative resulted in:

- 30% effort saving through fully automated loading of supplemental codes into business process automation (BPA) tables
- 20% year-over-year process optimization and productivity improvements
- Automated provider contract configuration and data loads into FACETS to improve accuracy and minimize manual effort