ApexonHealth

The Client

The client is a leading provider of healthcare cost management solutions, managing over 900,000 healthcare providers and 60 million consumers accessing their network.

Maintaining provider networks for leading network management company

Business Requirement

Our client organization was plagued with disparate data systems and was facing problems in provider data management and handling the credentialing load for the vast group. The credentialing and reconciliation process was being done manually, which took up a lot of core time and effort. As a result, the turnaround time had gone up to 3 days, taking a toll on productivity. They were looking at ApexonHealth to structure their provider networks.

The client needed a solution that could bring improvements in the following areas:

- Updating complex contract agreements in various file formats in the client's system.
- Updating provider demographic information & maintenance in the client's system.
- Delivering high standards of quality to ensure accurately updated provider files.

Beyond Possible

Our process improvements and efficient data processes have helped stabilize and grow the client's market share, despite increased competition.

ApexonHealth's Solution

Provider Data Management (PDM) is the process of maintaining contracts and other information pertaining to doctors, hospital, or pharmacies. The PDM process is helpful for insurance companies to release payments and re price claims.

ApexonHealth came up with a flexible, scalable solution that helps store the large volumes of provider information, and handle the rich complexities that managing such information entails. It serves as an intelligent single source for all provider data, improving client operations by 50%.

The solution involved receiving and maintaining provider contracts under a client's network. ApexonHealth uses a Smart Data capture tool which is designed for increasing efficiency with built-in business rules, while improving quality scores. Over 150 FTEs were deployed, and automation tools were used.

Business Benefits

Increased Productivity

- Deployment : 150 + FTEs.
- YoY productivity improvement and dynamic volume-based pricing.
- Auto-allocation and reconciliation.
- Elimination of multiple process steps.
- Reduced work effort.
- Multiple format and flexible field module.
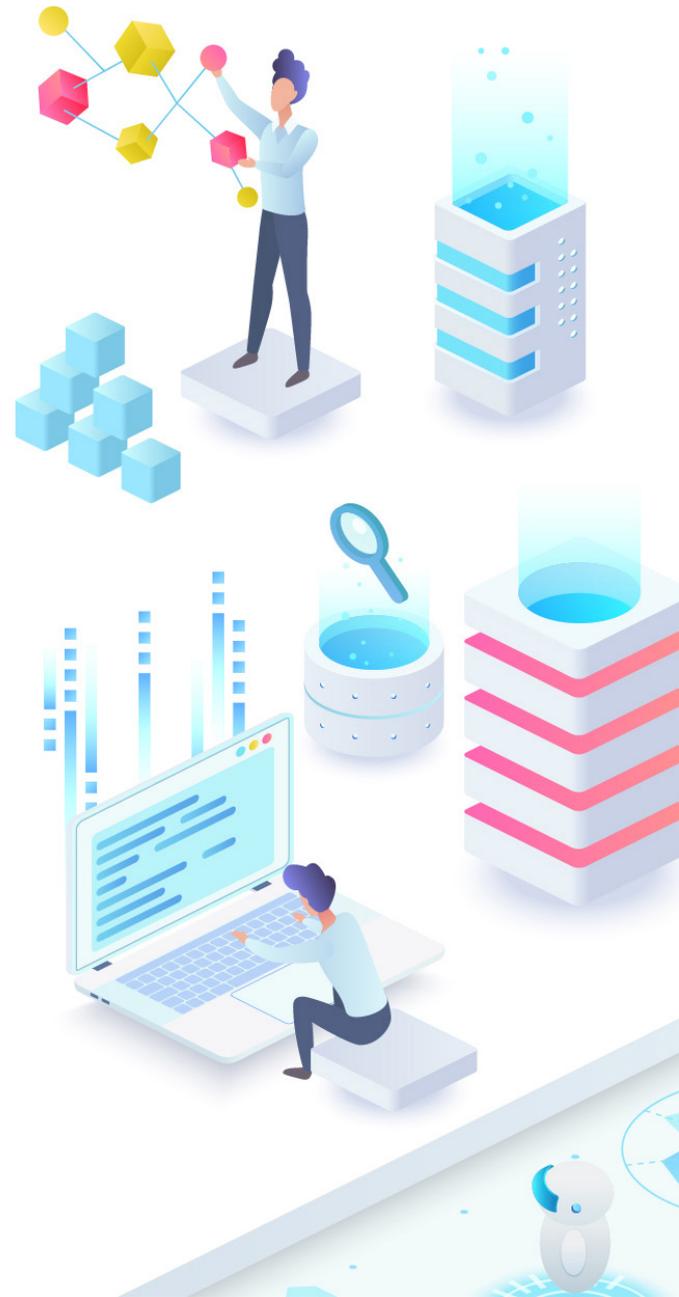
About **ApexonHealth**

ApexonHealth helps Providers, Payers, and other healthcare organizations harness the power of AI-technologies. This drives reduced costs, better cash flow, and increased customer satisfaction. ApexonHealth's Newton AI platform integrates machine learning, Robotic Process Automation, and Business Process Management. Solutions let customers modernize their back-office without the need for costly system integration.

Headquartered in Southfield, MI, ApexonHealth is the healthcare division of Technosoft Corp. The company has 14+ years of healthcare experience and 6 global delivery centers in the US and India. More than 80 healthcare organizations trust ApexonHealth. ApexonHealth is a member of HFMA, HBMA, AHIMA, AAHAM, AAPC, MGMA, AHIP and CISA. To learn more, visit Apexonhealth.com.

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