

# Healthcare Claims Transformation



## Why Transform Claims Operations?

Continuous evolution of Healthcare requires Payers to innovate for claims of the future and remain competitive. **Ageing population, increase in chronic conditions, and prevalence of co-morbidities** are contributing to the rise in number and complexity of claims. Further, **new ways of delivering care, increasing need for personalization, and top-notch experience expectation** from customers can strain a CAPS platform. If not upgraded timely, it can lead to ineffectiveness and inefficiencies in claims processing, increase in turnaround time & cost overruns, member & provider dissatisfaction, and eventual churn.

## Innova can help transform your claims processing to be future-ready and put you at the forefront of the industry.

Based on the maturity of your current CAPS platform and staying true to the vision of claims of the future, Innova offers a two-pronged approach:

### Modernization

-  Strategic Consulting - Platform Identification and Roadmap Development
-  Platform Migration – Big Bang vs Modular
-  Interoperability – Integration with Enterprise Apps and External Systems
-  Centralized Claim Data Hub and Data Migration Strategy
-  Reports and Dashboards
-  Front-end Applications Augmentation

### Optimization

- Extend the capabilities of your CAPS platform through solutions such as:
-  Smart Intake for Claims
  -  Fraud Waste & Abuse - Identification & Prevention
  -  Clinical Systems Integration
  -  Contextual and Intelligent Adjudication
  -  Complex Claims Review
  -  Claims Validation

LEVERS	Consulting & Advisory	Platform Partnerships	Product Engineering	Functional Components
Experience Transformation	Tools & Accelerators	Data Migration	Product Rationalization	Managed Services

## We leverage emerging technologies with UX-driven approach to deliver solutions that drive benefits



### Elevate Customer Experience

- Improve member engagement by over 50%
- Reduce churn and Improve STAR ratings



### Streamline Claim Operations

- Improve overall digitalization of billing and claims by up to 50%
- Achieve over 75% integration with provider and internal systems



### Efficient Claims Processing

- Improve auto-adjudication rate beyond 85%
- Reduce administrative cost per member per month



### Improve Accuracy

- 25% claims cost reduction via real-time fraud detection
- Minimize overpayments

Move at speed and get closer to **Real-time Adjudication** with **Innova Claims Transformation**

## Our Key Partners



## Our Global Footprint and Delivery Capabilities



**25**

Years in IT Service

**\$3 B**

In Revenue

**50,000**

Professionals

**1,100**

Clients

### About Innova Solutions

Founded in 1998 and headquartered in Atlanta, Georgia, Innova Solutions employs approximately 50,000 professionals worldwide and reports an annual revenue approaching \$3 Billion. Through our global delivery centers across North America, Asia, and Europe, we deliver strategic technology and business transformation solutions to our clients, enabling them to operate as leaders within their fields.



www.innovasolutions.com

To know more about our Healthcare Claims Transformation Solution, contact us at [info@innovasolutions.com](mailto:info@innovasolutions.com)

Contact Us

