CLAIMS MANAGEMENT
THRIVING UNDER DISRUPTION
THE INDUSTRY IS WITNESSING THREE HALLMARK TRENDS. WE ARE GEARED UP TO TAKE THE LEAP INTO THE FUTURE, ARE YOU?

How is the healthcare payers industry shaping up?

Rapidly changing regulatory landscape
- **Government mandates (ACA)** driving increased coverage; uninsured expected to drop by 34% by 2019 to 31 million

Greater digitization & innovation
- **Manual claims** increasingly being replaced by electronic claims (from 30% in 2004 to 85% in 2014)

Dedicated focus towards claims accuracy
- **Increasing thrust** towards claims accuracy and fraud and abuse detection (~2%-4% of dollar claims is fraud)

How will Wipro help you?

Payers have problems...
- Inaccuracies in claims - 2-5% revenue loss
- Increased costs due to 10-20% of rework
- Increased revenue loss due to strict penalties
- High cost per claim because of in-house/on-shoring

...we give them solutions...
- Reduce cost per manual adjudication from $4 per claim to $1.5 per claim.
- Providing Dollar and Claim accuracy level of >99.5%
- Faster Claims settlement (Expedited Part D Medicare appeals (100% in 4 hours)
- 100% adherence to CMS compliance requirements & HIPAA standards
- Manage Claim Inventory Peaks – Flexible staffing model

... and we let the numbers do the talking
- Delivered savings of over $44 million annually
- Reduced cost per claim from $2.55 to 80¢
- Estimated financial benefit of $9 million delivered to the client over the last 24 months through improvement initiatives
- Claim and Dollar accuracy above 99.5%
- Reduced cost per HCFA claim by over 80% and a UB claim by over 60%
- Improved Provider CSAT from 85% to >92%
WIPRO BPS ‘BIZ RESULTS ACCELERATOR™’ FOR CLAIMS PROMISES TO DELIVER DISTINCTIVE BUSINESS IMPACT THROUGH SEVEN PILLARS

**CLIENT PARTNERSHIP MODEL TO DELIVER SUPERIOR CUSTOMER EXPERIENCE**
1. Clearly defined **periodic performance** review cycles between Wipro BPS and clients with support strong structure
2. **Global shared services** model with presence in 12 countries and “Model floors” operational on a ‘Gold standard”

**FLEXIBLE COMMERCIAL MODELS TO ADDRESS CUSTOMER NEEDS**
14. Customized pricing models:
   - Per transaction model
   - Per FTE model
   - Outcome based pricing

**INDUSTRY CENTRIC ANALYTICS MODELS THAT DELIVER BUSINESS OUTCOMES**
13. Diagnostic toolkit with **industry benchmarks** to identify potential areas of improvement across claims cycle
12. Core analytics on customer data for potential revenue generation opportunities

**COMPREHENSIVE TECHNOLOGY STACK TO ENHANCE PROCESS EFFICIENCIES**
11. **11 self-developed** and customized tools
   - 99% procedural accuracy
   - PHI masking tool for enhanced security
10. **75+ smart automation tools** developed for productivity and accuracy

**DISTINCTIVE TALENT POOL BUILT ON DOMAIN AND OPERATIONS LEADERSHIP**
1. **100+ certified SMEs** with over 500+ years combined experience
2. **600+ Healthcare professionals** including pharmacists & medical coders, doctors, nurses etc.
3. **2,000+ FTEs** with expertise around behavioral, commercial IH & out-patient, medicare etc. among others

**PROCESS EXCELLENCE DELIVERED THROUGH OPERATION CENTRE OF EXCELLENCE**
4. ‘Gold standard process’ with **level 3 taxonomy capturing more than 50 nodes** built with the experience of
   - Processing 100 mn+ claims
   - 99.96% financial accuracy
   - Payout of $15 billion
5. **Process excellence** in handling multiple claim types (eg: dental, pharmacy coordination, behavioral etc.) with 2,000+ highly experienced FTEs
6. **Proven** performance track record across key areas
   - 12 process level interventions
   - $5.5Mn annual cost savings
   - CSAT score improvement to 92% from 85%
7. Domain experience in handling
   - BlueCard processes
   - Alternate payment models

**INVESTMENT IN RISK AND COMPLIANCE EXPERTISE TO OFFER SECURED OPERATIONS**
8. Ensuring **100% compliance** through a HIPAA compliant process flow of **300+ checkpoints**
9. Management of risk and compliance through
   - 25+ risk maps with 500+ risk touchpoints
   - Dedicated ‘risk and compliance managers’
About Wipro Ltd.

Wipro Ltd. (NYSE:WIT) is a leading Information Technology, Consulting and Business Process Services company that delivers solutions to enable its clients do business better. Wipro delivers winning business outcomes through its deep industry experience and a 360 degree view of “Business through Technology” - helping clients create successful and adaptive businesses. A company recognized globally for its comprehensive portfolio of services, a practitioner’s approach to delivering innovation, and an organization wide commitment to sustainability, Wipro has a workforce of over 140,000, serving clients in 175+ cities across 6 continents.

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