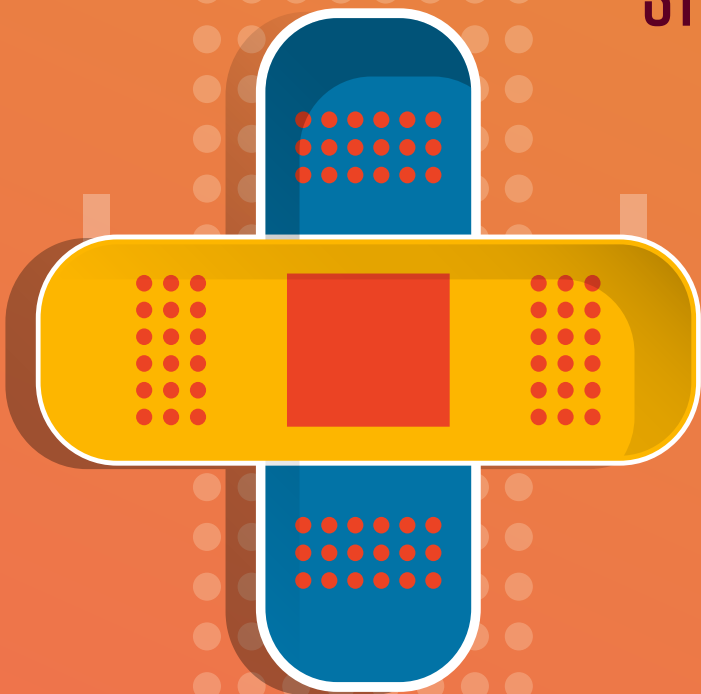


LEADING MANAGED CARE  
ORGANIZATION CONDUCTS  
ENHANCED OPERATIONS THROUGH  
STREAMLINED PROCESSES



Our client is a leading Medicaid managed care organization, operating across 15 states and specializing in a wide range of healthcare benefits. Recently, they faced data management setbacks, which led to decreased provider satisfaction.

## Key Challenge

### Eliminating Data Backlogs

Our client encountered significant challenges, including a major backlog in Provider Data Management updates. They also dealt with declining provider data quality, resulting in claims payment inaccuracies. Moreover, ease of workload through global delivery model operations was impossible due to state restrictions.



## The Solution

### A Holistic Approach to Efficiency and Quality

Partnering with Infosys, the client adopted the Infosys “Small Steps” solution. This strategic approach facilitated targeted hiring and onboarding, efficient work distribution, and the identification and resolution of upstream inefficiencies. Additionally, they streamlined service request management, implemented automated quality audits through an Excel-based utility, and took steps to enhance provider data accuracy.

### Achieving Operational Excellence



#### Strategic Resource Allocation

Shifted operations to Puerto Rico to optimize resources for cost-savings and efficiency



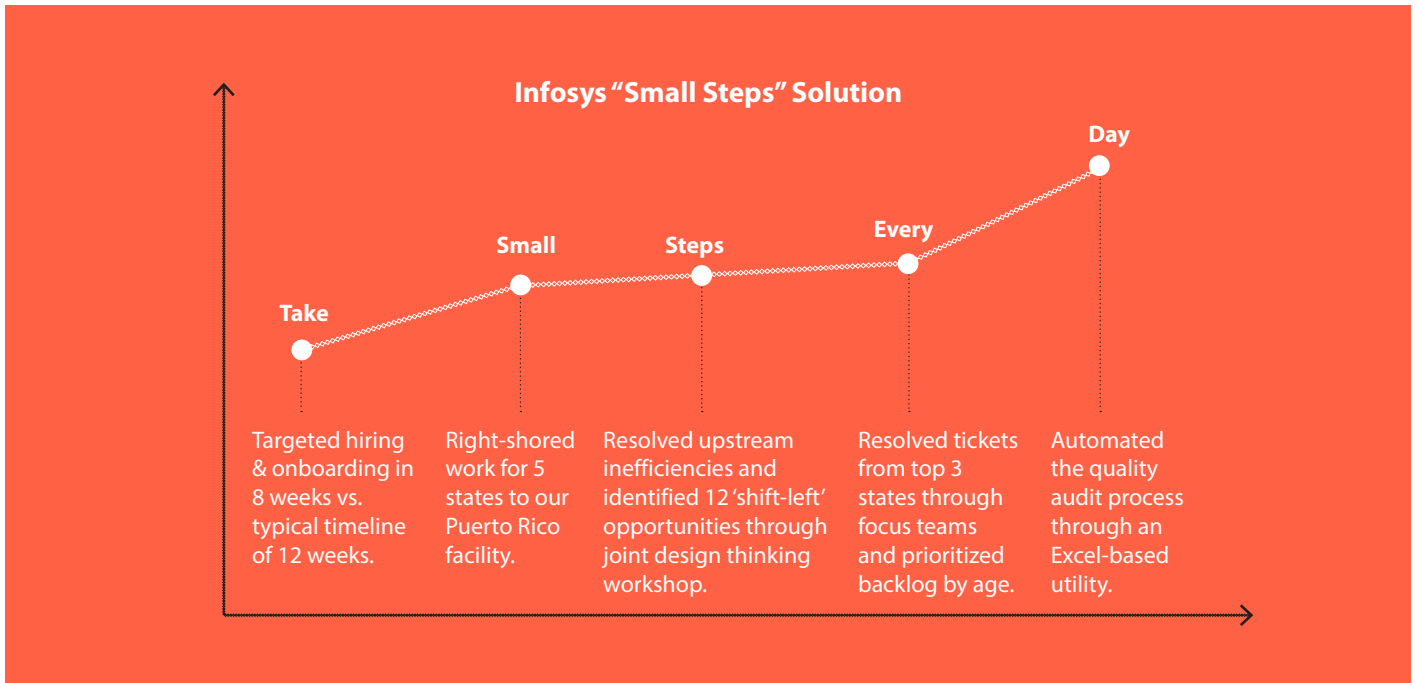
#### Enhanced Efficiency

Reduced hiring time, streamlined audits through automation, and identified inefficiencies proactively, improving operational effectiveness



#### Improved Service and Satisfaction

Resolved outstanding requests, demonstrating proactive customer-focused action



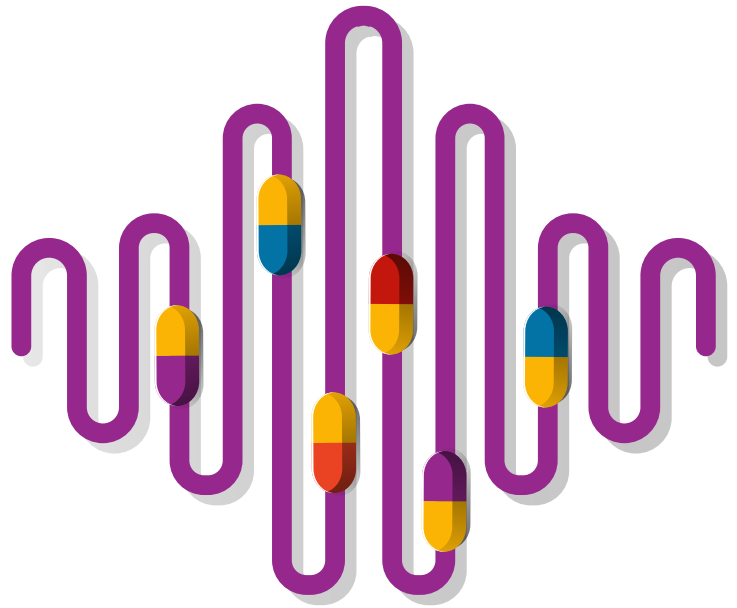
## Benefits

### Delivering Remarkable Efficiency Gains

The adoption of the Infosys "Small Steps" Solution resulted in significant benefits:

- Operational Efficiency and Cost Savings**  
 Optimized resource allocation and achieved a 15% cost reduction by leveraging the Puerto Rico facility
- Service Quality and Accuracy**  
 97% provider data accuracy against a 95% target and reduced 77% of 36k pending requests within 6 months
- Enhanced Claims Process**  
 Realized 20% reduction in claims rework related to provider edits

Teaming up with Infosys played a crucial role in alleviating the provider satisfaction and data quality challenges that our client encountered. The client not only streamlined operations and boosted efficiency but also yielded significant cost savings and improvements in accuracy.



## Infosys Healthcare Practice

Infosys empowers healthcare organizations to streamline intricate ecosystems, uniting processes, data and core systems. By forging seamless connections across the value chain, we pave the way for harmonized healthcare journeys that enhance connectivity between members and patients, fine-tune operational costs and orchestrate speed-to-market.

Learn more about how we enable organizations to amplify their possibilities and drive transformative growth.

[www.infosys.com/healthcare](http://www.infosys.com/healthcare)



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