

Healthcare Solutions for Insurance

Full-service, cost effective, best-in-class digital expertise



A perfect storm of dynamic regulatory and compliance requirements—mixed with changing patient expectations—has healthcare insurers across the United States scrambling to transform their IT systems. Today, more than ever, health insurers need modern IT platforms that enable positive patient experiences, agile product management, competitive pricing, and strategic risk selection.



If your organization is preparing to ride the digital wave, count on Capgemini Healthcare solutions to eliminate the guesswork. We're domain experts ready to help you select the best core IT solutions for your unique requirements. And, we can get you up and running quickly, which means you'll get to market faster.

People matter, results count.

How does digital transformation affect payers and providers?

- Digital solutions streamline front-end business processes, thereby lowering operating costs
 - And that leaves more time for staff to focus on enhancing customer experience
- Scalable, flexible digital solutions allow payers and providers to seamlessly migrate from a legacy system or quickly integrate new technology into existing IT systems

Capgemini is a full-service IT provider with extensive digital transformation experience crossing a wide range of vertical and horizontal services.

Payer operations and services:

- Medicare (Advantage, Supplement, Part D)
- Managed Care (HMO, PPO, POS)
- Disability, Dental, Vision, Critical Illness, Long-term Care
- Indemnity, Self-funded & CDH Plans
- Group and Individual Health
- Compliance and Governance (HIPAA, ACA)
- Member Management, Premium Administration, Claims Processing, Agent Administration
- STAR Ratings Analytics and Management

Provider operations and services:

- Hospitals, Exchange Set Up
- Integrated Delivery Networks
- Health Information Exchange
- Patient Scheduling (inpatient, ambulatory, specialty)



And that's not all...

We're behind you every step of the way throughout your firm's IT transformation. We can advise you on process modeling and optimization, product and platform selection, digital transformation, big data and analytics, mobile solutions, omnichannel patient experience, and enterprise cloud services. Capgemini's recent acquisition of Fahrenheit 212 and Idean can help spur design creativity and offer InsurTech collaboration insights.

Engage Consumers, Connect Devices, Transform Digitally

A few key dynamics are shaping today's healthcare insurance landscape and will affect how opportunities are leveraged in the years to come. And digital capability is at the heart of it all.



Customer Preferences

- **Butler economy:** Millennials (and increasingly others) want personalized support for healthcare coordination and management
- **On-demand everything:** Consumers expect digital channels to allow real-time visibility and access—to everything

Market Shifts

- **Race to outcomes:** Outcome-based health models, demand for alternate care, telemedicine powered by digital, have moved beyond wishful thinking
- **Weaponized transparency:** Provider ratings, decision-making tools, and a massive influx of data are shining new light on a previously opaque market
- **Smart devices and IoT:** Connected devices create new opportunities for health insurance while enabling a deeper data pool

Nascent Technologies

- **Blockchain:** Use cases have crystallized (care management, contracting), but the promise extends far beyond today
- **Automation:** From testing to chatbots, automation is driving efficiency, quality and customer experience
- **Ecosystems, not providers:** Lines between companies and sectors are dissolving, creating new ecosystem opportunities for health insurance companies

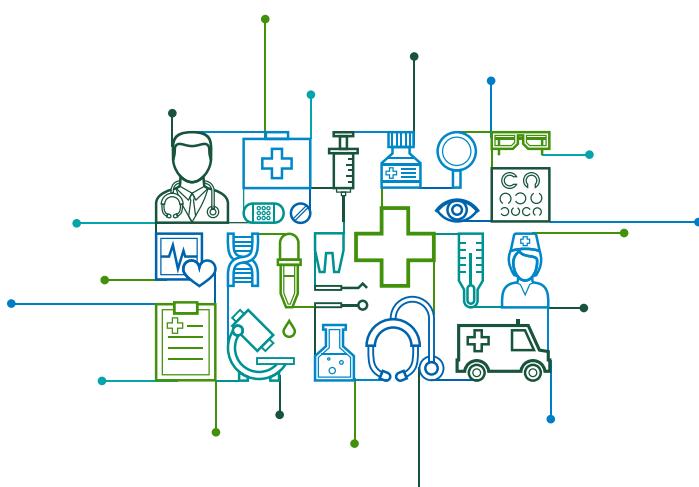
Capgemini is different from other IT service providers because of our long-term commitment to next-gen transformation backed by our global Applied Innovation Exchange (AIE) platform, which offers pragmatic tools to help clients achieve the competitive edge amid digital disruption.

Our alliance partners, Google, Amazon, Pivotal, IBM, Salesforce, Pega, and numerous start-ups provide a direct channel to best-in-class processes and emerging capabilities.

Capgemini healthcare solutions for insurance are backed by an experienced team of healthcare domain subject matter experts. And our end-to-end framework covers clients from inception through closure. Capgemini optimizes your budget by using transformation levers/accelerators such as process optimization, automation and offshore support. And governance, communication, metrics management and reporting are all streamlined.

The digital wave has reached U.S. healthcare shores. Ready to jump in?

Contact healthcare@capgemini.com for details





About Capgemini

With more than 190,000 people, Capgemini is present in over 40 countries and celebrates its 50th Anniversary year in 2017. A global leader in consulting, technology and outsourcing services, the Group reported 2016 global revenues of EUR 12.5 billion.

Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness.

A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

Learn more about us at

www.capgemini.com

The information contained in this document is proprietary.
©2017 Capgemini. All rights reserved. Rightshore® is a trademark belonging to Capgemini.

All company, product and service names mentioned are the trademarks of their respective owners and are used herein with no intention of trademark infringement.

People matter, results count.