

IBAS for Long-term Care Insurance

Reduce the cost of your third-party
administration



Improve the performance of your LTCI product

Insurance companies are under pressure. Changes in the regulatory and economic landscape, along with cautious spending by customers are leading insurers to look at better managing their risk and improving operational efficiencies.

In particular, the long-term care insurance (LTCI) industry in the US is experiencing a year-on-year increase in claims. An ageing population with lower than expected lapse and mortality rates has resulted in a situation where premiums are not sufficient to cover these high value claims. This has resulted in insurance companies needing large financial reserves to support and administer these claims.

Harnessing the power of modern technology, optimizing distribution channels and implementing sound client-centric strategies are crucial for keeping up with the competition in an agile marketplace where customers expect engagement on their terms and boardrooms expect real-time access to business performance data.

But how can your insurance company achieve enhanced administrative efficiency and optimal management care – increasing your speed to market and lowering your service cost?

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Focus is moving away from treating sick patients toward keeping the population healthy. Health systems will not be paid for volume of care, but rather for value of care.

Gartner Inc*

- End-to-end administration of your policy blocks
- Reduced administration cost
- Launch traditional LTC and combo products within 6–9 months from concept to reality

The Capgemini advantage

- A flexible and scalable application portfolio comprised of our state-of-the-art policy administration platform.
- Near real-time analytics for driving and optimizing block performance.
- Complete technological and operational integration that enhances efficiencies and ensures superior responsiveness to market demands.
- Highly qualified and experienced underwriters, claims processors, registered nurses, care managers and customer care professionals.

End-to-end administration for long-term care insurance

Your insurance company can benefit from improved quality and reduced cost of service you deliver to your customers through implementing our IBAS for Long-term Care Insurance offering. As one of our specially configured Integrated Technology and Operations (ITOPS) platforms, our Long-term Care Insurance platform acts as the custodian for your insurance company.

Operating across your entire value chain, from new business and policy administration to claims processing, IBAS for Long-term Care Insurance operates as our third-party administration (TPA) unit that carries out end-to-end administration of your LTCI policy blocks, delivering value and strength to your company.

Our IBAS for Long-term Care Insurance offering enables you to manage claims end-to-end in a more efficient manner, reducing your claim reserve, avoiding claim leakage and reducing the fraud that is prevalent in home health care services. This reduces the overall cost of your administration, enabling you to enjoy significant bottom-line savings.

To summarize, IBAS for Long-term Care Insurance enables your company to:

- **Boost revenue** – enabling you to bring new and innovative products rapidly to market, increasing your competitiveness in the market place.
- **Improve profitability** – reducing your overall operations costs through improved customer retention, a variable pricing model and improved process efficiencies.
- **Enhance customer satisfaction** – deploying company branded member portals that allow your policyholders to access their policies through a single channel.
- **Improve working capital** – boosting your working capital by moving from capital expenditure to operational expenditure.
- **Mitigate and manage risk** – ensuring regulatory compliance that helps to protect your brand.

Our IBAS for Long-term Care Insurance offering has helped insurance companies operating in the LTCI space like yours deliver a high quality service, enabling your leadership to focus more on strategic initiatives.

Integrated Technology and Operations (ITOPS)

In a fast-moving corporate world, you need to be able to respond rapidly to changing, often volatile, market conditions. Our ITOPS model enables you to optimize your business through a combination of process investment strategies, technology deployment and industry-specific business process outsourcing (BPO) and provisioning.

Combining IT and operations into a single, unified solution increases the visibility of your direct and indirect costs, leading to your business becoming more effective and efficient. You can also benefit from our unique service delivery model that seamlessly combines cross-functional expertise across your company.

Dependable innovation, integrated technology, automated operations

Built on best-in-class operations, robotics and automation solutions, a robust social, mobile, analytics and cloud (SMAC) practice, and state-of-the-art tools and technology, IBAS for Long-term Care Insurance offers your company an unrivalled operations experience.

At the core of our business model is a strong risk management strategy, which consistently delivers improved financial and operational outcomes to our clients, based on new generation technology, proven processes and performance analytics.

Our IBAS platform is comprised of four components:

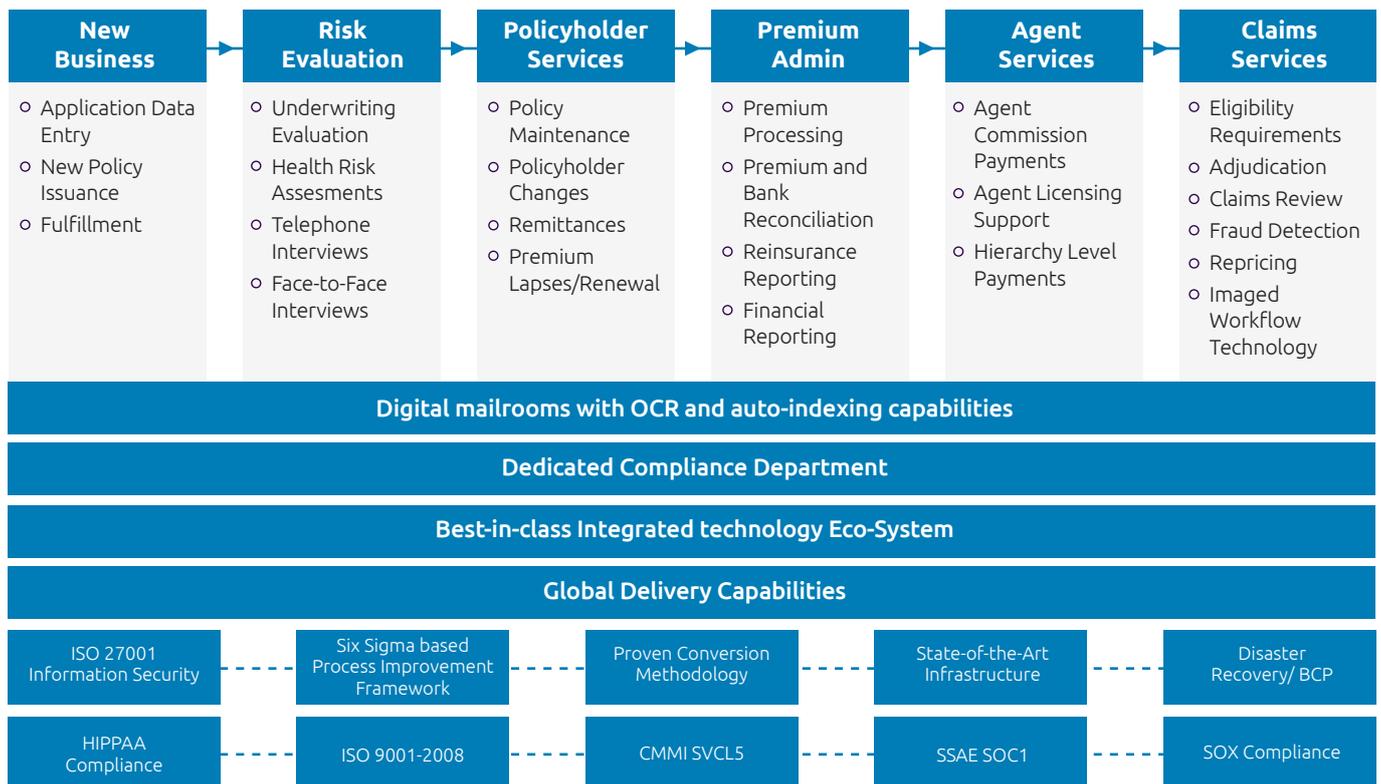
- **Workflow** – including digital mailroom distribution, virtual case folder, activity and task management, automation, operational reporting and output management.
- **Administration platform** – including robust policy, claims and agency administration, policy and claims summary screens, pre-loaded claims and benefit rules, self-service portals.
- **Analytics** – including a continuous view of your business, dashboards that span your business functions, diverse dimensions and facilitation of self-actualization.
- **Care management platform** – including reflexive interviews, provider management, assessment scheduling, paperwork ordering, point-of-care by diagnosis, care authorizations and a claimant-facing portal.

Our provider network

With more than 6,000 providers covering the full spectrum of elderly care services, our provider network and unique care management model provides tailored home-based services that match your patients' individual circumstances. Some of the services we offer include:

- Home health agencies.
- Assisted living facilities.
- Skilled nursing facilities.
- CareForce – our proprietary nationwide network of registered nurses.
- Hospice and respite care, durable medical equipment, adult day care, independent continuing care retirement communities and outpatient rehabilitation.

The IBAS value chain





Why Capgemini?

Our IBAS platform is built on a wealth of industry and technology experience. We have been providing TPA services to the insurance industry for over 20 years and have highly skilled and experienced consultants with an average tenure of over 10 years. As one of the largest independent TPAs licensed to do business in all 50 US states, Capgemini, via CHCS Services Inc., currently administers over 3.5 million individual and group life and health policies, managing over \$800 million in premiums in the US annually.

Our consultants help deliver the best value solution for your business needs, enabling you to achieve significant returns on your investment via an outcome-based service. Using automation to focus on implementing consistent processes and efficiencies, our consultants ensure exceptional customer satisfaction and a low complaint rate – all delivered through an integrated global network of delivery centers.

About Capgemini

A global leader in consulting, technology services and digital transformation, Capgemini is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. It is a multicultural company of 200,000 team members in over 40 countries. The Group reported 2016 global revenues of EUR 12.5 billion.

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With more and more policyholders requiring long-term care support, the Long-term Care Industry faces the ever-increasing problem of a steeper claims cliff, which is having a serious impact on the insurer's reserve allocation. Our Long-term Care Insurance solution provides an integrated claims and care management platform that enables efficient claims decision-making and payment, while delivering a unified and enhanced policyholder experience and reducing DOI complaints.

Anup Kumar

Executive Vice President &
Head of IBAS,
Capgemini's Business Services

Scan here to find out more about
Capgemini's IBAS for Long-term
Care Insurance



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People matter, results count.