

# Integrated Solutions for Health Plans Using Pegasystems®



Meet regulatory challenges head on with Capgemini's innovative, end-to-end solutions

**Capgemini's commitment to excellence and our investment in people, processes and tools to build innovative insurance solutions have earned us seven Pega awards in the last six years including 2012 Insurance Innovator**

The Patient Protection and Affordable Care Act regulations are rapidly changing the healthcare business. From provider and network management to customer experience, reporting to health insurance exchanges, current workflows and processes must change for health plans to comply with regulations while managing costs.

Capgemini can help navigate the fast-paced and complex changes required by these regulations with innovative, integrated solutions using leading Pega solutions for health care including Product Composer System and Customer Process Manager.

As a Pegasystems® Global Platinum partner, Capgemini has over eight years of experience successfully delivering engagements using Pega applications. Capgemini's commitment to excellence and our investment in people, processes and tools to build innovative insurance solutions have earned us seven Pega awards in the last six years.

Flexibility and communication are the keys to successfully navigating the complex requirements of ACA. Pega provides solutions for health plans which can help you automate business processes, but implementing these solutions require domain expertise, an ability to integrate with other systems, and a deep understanding of your business. How can you update or build systems to meet ACA regulations without escalating costs?

Capgemini can help by providing end-to-end solutions that bridge the gap between technology and business.

### One Stop, Comprehensive Network Management

Built on Pega's Customer Process Manager for Healthcare, Capgemini's integrated provider and network management solution encourages collaboration between groups handling cases, giving users a 360° view of provider information and supporting enterprise-wide reporting. Our solution can replace or simply augment disparate applications you may be using to record provider and case-related data, lowering

maintenance costs and eliminating complicated search modules to retrieve provider and case information.

### Robust, Compliant Customer Communications

Using Pega's Product Composer System, Capgemini enables communication through integration assets that connect PCS to enterprise content management solutions from Thunderhead, HP Exstream and FileNet. Using our ready integration adapters, your health plan can accurately communicate the Summary of Benefit Coverage to members.

### Integrated Customer Experience

Capgemini's integrated customer service solution uses Pega's Customer Process Manager for Healthcare to connect disparate systems across silos, providing a 360° view of member information. Our solution includes a rules-based, patient-centric care management solution that helps decrease call handling time by providing customer information in one place.

### Other Solutions Tailored to Health Care

#### *Pharmacy ePrior Authorization.*

Capgemini's closed loop solution covers the end-to-end process from auto-submission of a clean Pharmacy Prior Authorization, to automated intake and screening of Prior Authorization requests including real-time processing and approvals.

*Claims Solutions.* We can help you automate the claims process from pre-adjudication through claim finalization. Built on Pega's Healthcare Claims Repair Solutions Framework, our business use cases help you integrate claims repair from pre- to post-adjudication.

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For more information, contact us at:  
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## About Capgemini

With almost 145,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2014 global revenues of EUR 10.573 billion.

Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want.

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

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