


Capgemini's Integrated Solution for Provider and Network Management Systems



Gain comprehensive control to manage your network

In the era of modernized consumer-driven health care and rising healthcare costs, it's more important than ever to stay closely connected to the provider community. Coordinated care and timely information flow are absolutely essential for managing the balance between efficient health care services and related costs.

Provider management systems play a vital role in ensuring that health care information is maintained and distributed to the appropriate parties. These systems support the efficient and timely flow of information among patients, payers and providers and perform a variety of functions including: credentialing all providers; maintaining provider, case, contact and payment information; managing provider contracts; and strengthening relationships among physicians, hospitals, and ancillary providers; and coordinating education for health care providers in a particular network.

A One Stop, Comprehensive Solution for Provider Case Management

For most health payers today, viewing provider and case data means accessing multiple systems. This increases the time and complexity to resolve provider cases and limits visibility into provider issues until there is an external or serious escalation.

Using Customer Process Manager for Healthcare from Pegasystems®, Capgemini's integrated provider and network management solution eliminates many of these issues. Our solution encourages collaboration between groups handling cases, giving users a 360° view of provider information and supporting enterprise-wide reporting. The integrated solution replaces 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.

Our provider and network management solution also simplifies compliance by replacing manual processes to track and resolve compliance-related issues. By automating many manual processes for Medicare compliance-related activities, we help you lower costs and meet regulatory requirements. Our automated, rules-driven workflow solution also minimizes errors from invalid provider IDs on the submission, decreasing the number of rejected claims.

Capgemini's Provider and Network Management System is built on Pega's Customer Process Manager for Healthcare (CPM-HC) framework which consists of predefined scalable modules for driving customer service interactions across multiple provider groups, patients and payers. The CPM-HC framework implements a process-driven approach that helps to resolve customer issues quickly at the point of contact.



Module	Robust Features	Proven Benefits
<p>360° View of Provider Information</p> <p>We create a centralized system to record and maintain provider and provider-related information</p>	<ul style="list-style-type: none"> • Comprehensive 360° view and single point access to provider-related information such as provider contact, communication and case-related data • Intuitive search engine to efficiently track and retrieve provider cases • No redundant entries for provider information in a particular case • Ability to build detailed reports to give feedback to program owners and executive management 	<ul style="list-style-type: none"> • Reduces provider case handling time • Improves relationship and communication with providers • Increases provider case resolution rate • Supports enterprise-wide reporting for cases • Enhances collaboration between various groups handling a case • Eliminates redundant capture of provider information
<p>Provider Case Management</p> <p>Capgemini can help you establish a single and unified provider case management tool to enter, track and resolve all provider cases across the enterprise</p>	<ul style="list-style-type: none"> • Workflow and service level agreement-based application which allows all stakeholders to collaborate and resolve provider cases, complaints and feedback • Auto-resolution of cases meeting predefined criteria • CPM framework that lets CSRs quickly locate providers, log a case and handle interactions • No redundant entries for provider information in a particular case • Ability to build detailed reports to give feedback to program owners and executive management • Enhanced ability to capture and manage provider cases 	<ul style="list-style-type: none"> • Decreases provider case handling times • Improves provider case tracking and resolution rate • Supports straight through processing and automatic case resolution • Enhances provider satisfaction and increases mail order referrals • Provides enterprise-wide case reporting • Improves collaboration among different groups handling a single case • Reduces redundancies during case resolution
<p>Medicare Exception Management</p> <p>Our solution provides a rules-driven, automated workflow and exception process for compliance-related activities</p>	<ul style="list-style-type: none"> • Enhanced support for accurate escalation and timely completion of compliance cases • Company-wide master database contains provider ID details for easy storage and maintenance • Information warehouse system integration to update provider ID Information for claims processing • Validation of provider IDs on claims so appropriate provider details are reflected on the submission • Adherence to CMS guidelines • Audit trail of activities on each claim 	<ul style="list-style-type: none"> • Reduces time for exception validation process • Optimizes process efficiency and lowers turnaround time • Minimizes manual errors during claim processing through automated and rules-driven workflows • Tracks and audits adherence to CMS guidelines, decreasing the claim rejection rate



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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