

EMPOWERING A LEADING
HEALTH TECH COMPANY TO
MAKE DATA-DRIVEN DECISIONS
THROUGH AUTOMATION



Our client, a prominent health tech company in the US, specialized in offering a comprehensive benefit plan management solution that streamlined and automated claims processing. Their solution catered to various entities such as payers, Third-Party Administrators (TPAs), and Administrative Services Organizations (ASOs).

Key Challenge

Conquering Hurdles in Benefit Plan Management

The client encountered multiple challenges while striving to simplify their benefit plan management solution. Their reliance on spreadsheets posed the risk of multiple sources of truth and inaccurate data and made it challenging to comply with CMS and state mandates. Moreover, the arduous task of manual filing and repetitive tasks caused significant delays in timely product launches.



The Solution

Setting Up a Singular Source of Truth

In the pursuit of enhancing the benefit plan management product, the collaboration with Infosys proved to be an instrumental decision. Our solution was composed of establishing a single source of truth, providing an integrated omnichannel experience, and enabling easy configuration of complex benefit designs.

Mastering Complexity with Ease



Automated Precision

Configurable workflow and automated validations for seamless group benefits creation



Compliance Validation

Ensured product-built accuracy and compliance with CMS and state regulations



Scalable Expansion

Modular design implementation fueled growth plans for market expansion

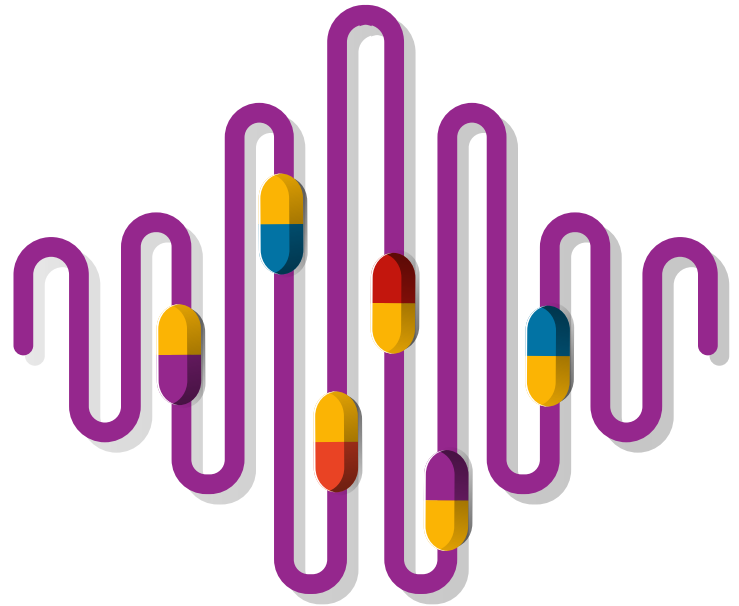
Benefits

Orchestrating Effortless Benefit Plan Excellence

By leveraging an enriched Benefits Plan Management Platform, Infosys helped the client elevate the standards of data accuracy and compliance:

- Decreased average product build time from **18 days to 3.5 days**
- Implemented provider data lifecycle management for payers in **just 5 months**
- Reduced quote-to-claim configuration time from **37 days to 10 days**

With an enriched benefits plan management platform, the client was able to fine-tune their operations, reduce time-to-market, and ensure swift product development, transitioning from complexity to seamless efficiency.



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.

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