



HGS Provider Lifecycle Management



Supplying Provider Lifecycle Services to Enable Providers to Broaden Offerings

In this post-reform era, individual and family enrollment has seen a significant increase. The right lifecycle focus includes dedicating resources to the efficiency of network management, claims accuracy, and medical cost management, to lower costs, improve provider and member satisfaction, and make health care more accessible. HGS Provider Lifecycle Management Services comprise services that focus on provider engagement and back-office processes, as well as complementary and aligned to Utilization Management, Case Management, and Care Coordination. Additionally, our member support staff works to improve end-user experience, provider denial management, explanation of benefits, and handling of customer queries. Over our history, HGS has become the partner of choice for five of the top ten insurance payers within the United States. Our clients count on us for our domain expertise and customer care focus.

HGS Capabilities

HGS Provider Lifecycle solutions include:

- Contracting and onboarding
- Provider support and experience management
- Credentialing
- Database management
- Network management
- Quality surveys and reporting
- Provider scorecard management
- Provider performance analytics

Along with our Provider Lifecycle Services, HGS also offers more provider services: financial clearance, coding accuracy, cash recoveries, and denial reversals. We support clients during specific times of need such as pressures on cash flow, including patient accounting system conversions, process transformation and redesign efforts, staff turnover, and talent recruitment challenges.

“The ACA has spurred activity in both the public and private sectors, contributing to the accelerated pace of state and local innovations across the country. There is widespread agreement that fee-for-service health care should no longer be the norm, and that fundamental shifts are needed to produce affordable, high-quality, value-based care.”

“The Affordable Care Act’s Payment and Delivery System Reforms: A Progress Report at Five Years”

The Commonwealth Fund

“As a result of HGS’s informative monthly reporting, we were able to address areas of opportunity and prevent future accounts from aging.”

-Leading U.S. Health System

According to a **Black Book Market Research** survey of BPO vendors, accountable care will experience a 22 percent year-over-year increase in outsourcing services.

15-Year
Client Relationships

10,000+
Healthcare Professionals

**ISO 27001 2013,
PCI, GLBA, and
HIPAA certified**

1/2 of Top
Healthcare Payers
Supported

Tangible and Measurable Results

HGS Provider Lifecycle solutions offer benefits such as:

- Reduced turnaround time (TAT) of provider credentialing and provider re-credentialing by 20% through consolidated work flow management
- Reduced denials rework through provider education by 25%
- 50% improvements in operational efficiencies in of provider credentialing and database management
- Payer-provider insights consortium that has reduced repeat calls by 4%
- Cost management
- Responsive and proactive account handling

20% Reduction
in TAT

25% Reduction
in Denials Rework

50% Improvement
in Operational
Efficiency

40+ Years
Experience in
Customer Care

8 Million
Zero Paid Denials

\$950 Million
in Payments

6.9 Billion
in Client Accounts
Receivables Managed

About HGS

HGS is a leader in optimizing the customer experience and helping clients to become more competitive. HGS provides a full suite of business process management services from marketing and digital enablement services, consumer interaction services to platform enabling back office business services. By applying analytics and interaction expertise to deliver innovation and thought leadership, HGS increases revenue, improves operating efficiency and helps retain valuable customers. HGS expertise spans the telecommunications and media, healthcare, insurance, banking, consumer electronics and technology, retail, consumer packaged goods industries, and the public sector. HGS operates on a global landscape with more than 37,000 employees in 65 worldwide locations delivering localized solutions. HGS, part of the multi-billion dollar Hinduja Group, has over four decades of experience working with some of the world's most recognized brands.

- 3-time Partner of the Year for a Major Asian Telecommunications Client
- Contact Center World Awards – 2015
- Best Large Contact Centre (Gold)
- Best in Customer Service (Gold)
- Best Outsourced Partnership (Gold)
- 2014 - Customer Service Department of the Year – International Business Awards

Hinduja Global Solutions Limited (HGS) was ranked as a “Leader” in the NelsonHall Vendor Evaluation and Assessment Tool (NEAT) for Customer Management Services (CMS) in Healthcare under both Payer and Provider categories. Vicki Jenkins, CMS Industry Analyst with NelsonHall, said, “HGS currently provides a wide portfolio of offerings and is looking to the future, as it supports its healthcare payer and provider clients.”

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