

Powering the Future
of Healthcare ▶

 **CitiusTech**

Payer Core

Solutions that address
administrative management and
operational challenges.



Who we are

As a strategic partner to some of the world's largest healthcare and life sciences organizations, we play a deep and meaningful role in accelerating digital innovation, driving sustainable value and helping improve outcomes across the healthcare ecosystem.



Gartner

**healthcare
innovation**
PEOPLE. PROCESS. TECHNOLOGY TRANSFORMATION.

With 100% focus on healthcare, CitiusTech is well-positioned to empower health plans at every step of their digital transformation journey. We focus exclusively on delivering specialized solutions and services across the healthcare digital value chain – spanning interoperability, data & analytics, digital engineering, provider performance management and member experience management.

3 out of the 5

national plans are our customers

9 Blue plans

leverage our products and solutions

Payer Core: Industry Trends

Next-generation payer core solutions bring greater agility to payer operations. They enable faster product launches, regulatory compliance, real-time data sharing and faster transaction processing.



Product Configurability

Next-generation core solutions provide modular configuration capabilities, giving payers autonomy in managing functions like tailoring policies and processing rules with minimal IT involvement.



Modern Architecture

Core solutions are migrating to modern technical architectures with Cloud-based delivery models, adapting to new business requirements and extending to new technologies.



Real-time Enablement

Payers seek comprehensive, real-time estimation capabilities for their provider networks, providing precise eligibility and cost-sharing information before they render medical services.



Event-based Architecture

An event-based, micro-services/ API architecture allows payers to respond to critical transactions in real-time, generating operational efficiencies and improving member experience.



Value-based Payments

Payers seek to expand value-based payment arrangements with providers, and next-gen core solutions streamline implementation and management of complex contracts.



Componentization Approach

Payers are moving towards a componentized approach to implementing core solutions, addressing priority business functions, to increase flexibility and reduce risks.

Payer Core: Key Challenges

Legacy core solutions offer very limited capabilities to support an industry that is pivoting quickly towards interoperable, real-time, personalized, and digital business operations.

They are not responding fast enough to payers' changing business needs because they require IT involvement even for minor change requests. This lack of agility contributes to payers' disproportionately-high IT operating costs.

Many legacy and current core solutions are unable to support next-generation choices payers are making, including Cloud or on-premise, end-to-end or modular, as well as bundled or capitated payment support alongside fee-for-service.

Payers are struggling to identify the right solutions that will maximize their effectiveness, efficiency, and service performance, with lower claims errors, write-offs, and administrative PMPM costs.

Payer Core Solutions



Implementation

Implementation of core administrative platform for effective alignment to business functions with operational benefits in cost & quality



Engineering

Engineering services across customization, data integration and/or integration with upstream and downstream applications



Practice Enablers

Center of excellence, coupled with accelerators for configuration and testing, to increase speed to market and productivity

Business Areas

Claims Management

Benefits Management

Care Management

Utilization Management

Network Management

Payment Integrity

Enabled by



Healthcare Consulting

Program Management

Assessment & Planning

Product Configuration

Readiness Assessment

Smart Start/Select



Digital Engineering

Legacy Modernization

Systems & Data Integration

Agile Product Engineering

Architecture Definition

Automation

Performance Optimization



Accelerators & Frameworks

Testing COE

Config COE

Automation Framework

HealthRules Implementation Playbook

CitiusTech's Payer Core solutions can be implemented faster for customers because of our packaged solutions that include readiness assessments for HealthRules transformation. We also have a specialized testing and configuration center of excellence focused cost management, system stability, implementation risks, time to market and technology optimization.



Payer Core: Success Stories

Client:

Leader among provider-owned plans and a subsidiary of one of the largest Integrated health systems in the U.S.

Business Problems

- ▶ Comprehensive planning for migration of business from Facets to HealthRules
- ▶ Finalize scope, schedule, resources, and other dependencies
- ▶ Integrate planning across development to production support stage

CitiusTech Solution(s) & Value Delivered

Leveraged expertise in data integration, interoperability and payer systems. Activities performed by the team included:

- ▶ **Program Management:** Overall HRP program implementation across commercial, Medicare, and Medicaid lines of business
- ▶ **HRP Integration:** Developed new interfaces to facilitate exchange of data between HRP and internal-external third-party systems, optimizing performance
- ▶ **HRP Configuration & Testing:** Configured and tested benefit plans, contracts, supplier, and other services
- ▶ **Reporting:** Developed BI reports, providing key insights in HRP answers, SSRS, and BO
- ▶ **Production Support:** Supported production environment for enhancements, defects, and service requests across multiple release



110k+

Members
Benefitted

37+

Plans
Migrated

35+

Interfaces
Integrated

Payer Core: Success Stories

Client:

Leading end-to-end payment integrity organization, providing solutions across claims analytics, clinical validation, worker's compensation, and other party liability

Business Problems

- ▶ Enhance the new subrogation workflow solution
- ▶ Migrate customers from legacy application to the new application
- ▶ Improve app stability, scalability, availability, and productivity

CitiusTech Solution(s) & Value Delivered

Setup an offshore development center, working as extended team of subrogation business. Activities performed by the team included:

- ▶ Gathered requirements and documented user stories on a BDD model to upgrade workflow and add new features
- ▶ Implemented Drools, enabling easier and faster configuration and management of business rules engine, supporting multiple payers simultaneously
- ▶ Migrated existing clients from legacy application to subrogation processing application
- ▶ Continued business enhancement of existing features along with production support
- ▶ Developed front-end and business functionality for subrogation workflow on new Java-based platform
- ▶ Performed functional, integration, system, and end-to-end QA testing



85%

Reduction in processing time

6.5x

Improvement in system efficiency

200+

Payer clients

Success Stories: Value-driven Engagements with Leading Health Plans



Leading Blues Health Plan

6+ year relationship

- **End-to-end HEDIS & Star Rating** management improvement, including AI models, achieving 4.5 Stars
- **Unified Clinical Data Pipeline** processing 10MN CCDAs, closing 270K+ gaps annually



Fortune 100 Health Insurance Company

9+ year relationship

- **Adobe Experience Manager Implementation** for member engagement, delivering 9+ NPS
- **HIE Platform Engineering & Sustainance** supports 1,300+ provider interfaces
- **Salesforce Integration** modernized EOBs, welcome kits, G&A letters, etc.



National Health Plan and Services Organization

8+ year relationship

- **UM Platform modernization** across 1,000+ programs, driving improved clinician experience
- **Enterprise Data Lake on Cloud** enabled 360* view on 25TB+ data from 30+ source systems

About CitiusTech

With 6,500+ healthcare technology professionals worldwide, CitiusTech helps leading healthcare and life sciences organizations reinvent themselves by accelerating digital innovation, leveraging next-gen technologies, and driving data convergence across the healthcare ecosystem.

We provide strategic consulting, digital engineering, data, analytics & AI, specialized platforms and end-to-end solutions to over 130 organizations across the payer, provider, medtech and life sciences industries. Our key focus areas include healthcare interoperability data management, quality performance analytics, value-based care, omni channel member experience, connected health, virtual care delivery, real-world data solutions, clinical development, personalized medicine and population health management.

Our cutting-edge technology expertise, deep healthcare domain expertise and a strong focus on digital transformation enables healthcare and life sciences organizations to deliver better outcomes, accelerate growth, drive efficiencies, and ultimately make a meaningful impact to patients.

Key Contacts



Shyam Manoj
Sr. Vice President & Head, Payers
shyam.manoj@citiustech.com



Jeffrey Springer
Sr. Vice President & Head, Products
jeffrey.springer@citiustech.com

100%
healthcare focus

130+
healthcare clients

50M+
lives touched

4.5/5
Client Satisfaction Score

\$340M+
worldwide revenue

Powering the future of healthcare ▶



This document is confidential and contains proprietary information, including trade secrets of CitiusTech. Neither the document nor any of the information contained in it may be reproduced or disclosed to any unauthorized person under any circumstances without the express written permission of CitiusTech.