

Business Process as a Service (BpaaS)

Drive next-gen payer operations

Unlock cost and efficiency synergies,
create value across the enterprise

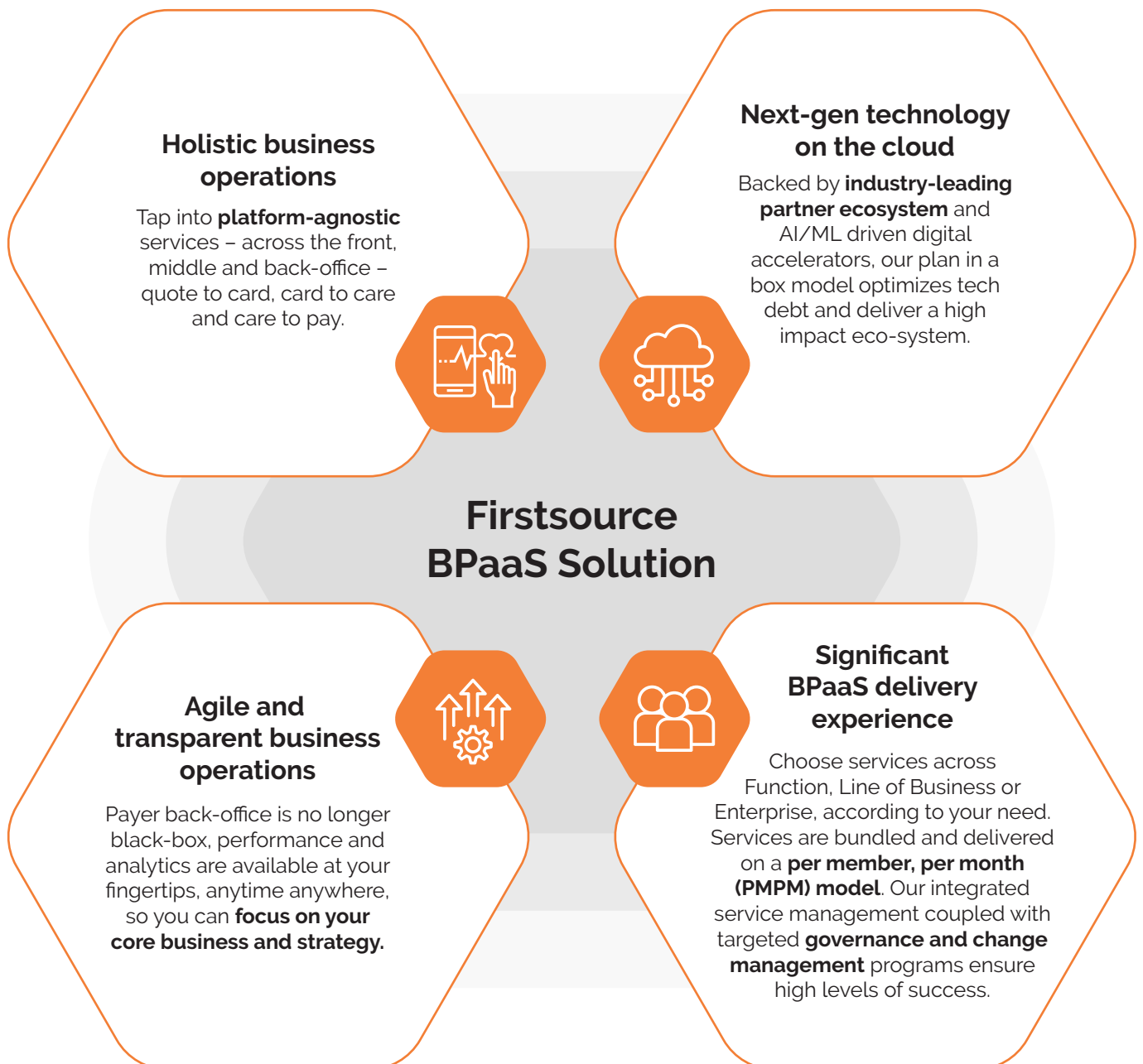


Health plans face complex challenges. Covid-19 has accelerated the shift from episodic to continuous care. Inflation concerns loom large even as cost and margin pressures continue to plague the industry. Customer expectations for personalized, on-demand healthcare experiences add to the payer burden.

The need for a new sourcing model – one that goes beyond traditional BPO to– is evident. Business Process as a Service (BPaaS) delivers services on the cloud, helping Health Plans achieve new levels of agility, efficiency, and customer experience.

Modernize where it matters, scale effortlessly

Firstsource's integrated BPaaS solution modernizes technology, streamlines core administrative processes, and offers end-to-end service accountability. It brings together digital platforms and product ecosystems and drives intelligent operations, delivering personalized and efficient member experiences at scale.



Transform member experience, drive growth

We partner with 8 of top 10 Health Plans, delivering unparalleled efficiencies and member experience.

A leading Health Plan – serving members across Commercial, Medicare, and Medicaid segments – was looking to transform their core admin processes, improve the member experience, and unlock significant market opportunity.

The Health Plan partnered with Firstsource – choosing us over several Tier-1 integrated suppliers.

A leading Blue Plan digitally transforms their core eco - system

Scope

Manage *Technology Services, BPO, and Infra* across these functions

Business Strategy

Sales & Marketing

Networks & Care Management

Membership & Billing

Claims Operations

PDM and Credentialing

Provider Calls

Mailroom & Print

Reporting & Compliance

Client Retained Functions Firstsource BPaaS Scope

Top Goals

- Modernize Core Admin platform and drive service transformation
- Reduce operating and technology costs
- Improve the lives and well-being of members and communities

Solution

Reform > Transform > Perform

- Deployed best -of-breed BPaaS Solution with end-to-end service accountability
- Onboarded over 450+ FTEs in 3 months for Business Operations, IT Operations, and IT Transformation
- Rebadged 20% BPO and IT associates to deliver administrative processes
- Set up Process Mining, Visual IVR, AI/ML, Automation and Digital Dashboards

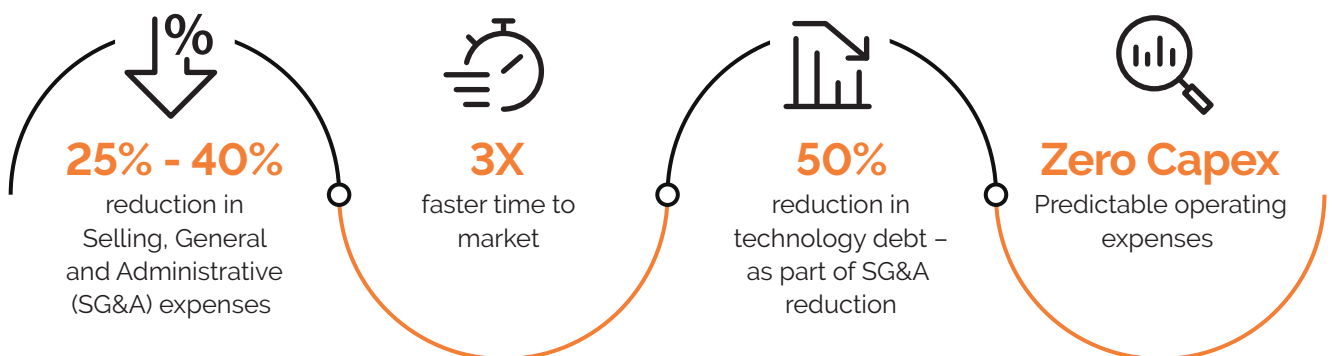
Outcomes

- ~20% reduction in admin spend across IT & BPO
- Up to ~50% reduction in technology debt
- Operating savings to fund the entire technology transformation from Year 1

Onboarded a team of over 450+ FTEs in 3 months for Business Operations, IT Operations, and IT Transformation

Outcomes to outperform

Using our customized **Digital First, Digital Now** approach, we augment human capabilities with digital technologies, optimizing operations, and creating ease and efficiency.



To learn more about how you can capitalize on new opportunities while reducing costs and improving the member experience, visit www.firstsource.com/healthcare

Helping customers **stay ahead** of the curve through transformational technologies and capabilities

Firstsource Solutions Limited, an RP-Sanjiv Goenka Group company, is a leading provider of transformational solutions and services spanning the customer lifecycle across Healthcare, Banking and Financial Services, Communications, Media and Technology and other industries.

Our 'Digital First, Digital Now' approach helps organizations reinvent operations and reimagine business models, enabling them to deliver moments that matter and build competitive advantage.

With an established presence in the US, the UK, India and the Philippines, we act as a trusted growth partner for over 100 leading global brands, including several Fortune 500 and FTSE 100 companies.

For more information, please visit www.firstsource.com