



Healthcare Payer Solutions

How we can help you

For more than 20 years, our experienced payer services team has implemented the processes and technologies that bring about real transformation for health plans of all sizes. Dell can help you provide members with the best possible service through a full spectrum of payer-specific solutions for business processes, infrastructure applications, and system integration. Our thought leading end-to-end solutions enable your health plan to operate more efficiently to increase member satisfaction and reduce costs. Our solutions not only help you meet the challenges of today, they also provide a strong foundation for future requirements.

Change is coming

CMS is significantly re-defining ICD coding and HIPAA transmission requirements, which are projected to have a real impact on daily business operations. HIPAA 5010 alone mandates over 700 changes while ICD-10 will increase the current code sets from 17,000 to 155,000.

As a result, challenges will exist in a number of areas:

- Entities may interpret the file layout for 5010 differently creating compatibility issues
- Providers must re-learn coding schemes to a much more complex level
- Payer systems must support HIPAA 5010 and ICD-10 requirements and adjust enterprise solutions and pricing schedules to align with the coding changes

As these new requirements are enacted, payers may experience compatibility and compliance issues, which could directly impact auto-adjudication levels, resulting in increased claim and call volumes.

Are you prepared for the challenge?

As a result of our vast experience in the payer marketplace, we are well positioned to support the assessment, implementation, and execution of these new requirements. We can truly help by providing:

- Assessment and testing resources

- Supplemental support for current staff as they support implementation efforts
- Claims processing support to address increased manual claim volumes
- Call center support to address increased provider questions

In addition to helping you meet new CMS requirements, we can help improve your operations in a number of ways by applying extensive experience and expertise in:

- **Business Process Solutions** — We offer a full range of solutions, including:
 - » Staffing Services — Onsite temporary support
 - » Managed Services — Project-based support using our network of service centers
 - » Business Process Services — Long-term full outsourcing of a single (or multiple) business function(s)
- **Xcelys™** — Xcelys core administrative system is a high-performance transaction processing and information management system supporting multiple health plan lines of business including, Indemnity, HMO, POS, PPO, self-funded, Dental, Vision, Medicaid, Medicare Advantage, Medicare Supplement, and Medicare Part D. Leveraging our ASP delivery enables customers to realize economies of scale, 24x7 access, and virtualized services, thus avoiding traditional large up-front capital investments.
- **Application Services** — From assessment, development, and management to migration and re-engineering, our software solutions can help improve productivity and quality of service, and enhance the usefulness of existing applications.
- **Infrastructure Services** — We provide a wide range of services from assessment and consulting, to operational and asset management utilizing the latest in technology to maximize investments, and reduce operating expense. Our flexible, adoptable, and affordable solutions can be structured to meet the vast needs and budgets, of all health plans.

Our services help our payer customers with the business transformation from transactional processors to health and wellness organizations focused on member health. Our solutions can help simplify your operations to become more efficient, flexible, and responsive to the needs of members, business partners, and the healthcare community.

We provide high-quality, cost-competitive business process and IT services that help our customers succeed in intensely competitive marketplaces by delivering tailored solutions that align results with business strategy.

Our solutions improve processes, reduce administrative expenses, and achieve results, allowing our customers to reduce costs, focus on core competencies, and invest in health and wellness.

Additional benefits include:

- Providing cost reductions for funding mechanisms for critical and strategic objectives
- Delivering services at predictable cost structures with 'at-risk' performance guarantees
- Improving service levels that will drive membership retention and growth
- Rapid entry into new markets/products by leveraging a scalable partner with experienced resources
- Opening access to new technologies, processes, and innovation
- Assisting customers in reducing their ALR while improving MLR performance

For more information about any of our service offerings, please contact your Dell representative or visit dell.com/services.

Are you ready for the challenge?

- Do you have an ICD-10 and HIPAA 5010 readiness plan?
- Will your systems and technology be tested and compliant?
- Will your providers be ready and compliant?
- Are your clearinghouse partners compliant and compatible?
- What contingency plans do you have in place to address potential administrative challenges?