HCL Technologies' Business Process Automation for Healthcare Services

Accelerate automation transformation
to supercharge Healthcare operations

Digital Process Operations

Healthcare industry has made digital adoption the bedrock of their growth strategies to optimize business processes, enhance member experiences and realize cost efficiencies. With a need and drive to provide value-based care and population health management as well as to comply with changing regulations, healthcare payers are utilizing intelligent automation technologies. Adoption of these digital technologies have made internal workflows more efficient in addition to offering transparent and efficient network management and reduction of frauds.

Want to see how HCL is contributing to this advancement? Read ahead!

Empowering Organizations
with HCL's Intelligent Automation framework

Process Reimagination	Intelligent Automation	Analytics, BI & Reporting	Experience Management
• Lean/Six Sigma • Process/Task Mining (Use Case Discovery) • Process Streamlining / Gold Std. • Continuous Improvement	• Workflow automation (iBPMS) • RPA/RDA • AI/ML/NLP based solution (IDP)	• MIS / Reporting / Ops. Analytics • Business/ Customer Analytics • Text, Speech, and Web Analytics	• Self Service Enablement – Left Shift • Omni Channel / Customer 360o view • Digital process enablement – Issue prediction / NBA

digitalCOLLEAGUE

Consulting Driven: Lean/Six Sigma | Process Standardization | Maximize Business Impact

• Robotic Desktop Automation • Speech Analytics • Web Analytics • Customer and Product Analytics	• Workflow Automation • IVR Transformation and & Self-Serve Channels • Omni-Channel Customer 360 View • Chat Bot	Business Use-Case Driven Approach	• Robotic Process Automation • Text Analytics • Intelligent Knowledge Base • Process Simplification and Redesign	• AI/ML Cognitive Automation • Workflow automation • Business Ops Analytics • Early Warning System

Front Office	Back Office

Our differentiators

End-to-end solution

A holistic and comprehensive suite of services built on advanced digital technology solution that integrate an automation-centric design thinking to maximize business outcomes.

Domain experience

An established solutions partner with a long-term record of providing enhanced accuracy and flexibility with reduced costs from automation in Healthcare Payor organizations

Wide partnership ecosystem

A robust strategic partnership portfolio that includes leading automation technology providers and centers of excellence to empower speedy and seamless solutions delivery across the globe

Legacy system expertise

Proven track record of helping customers migrate and embrace digital environments with our deep process knowledge in the Healthcare services business and operational structures

Customized solutions packaging

Designed to align with customer's business goals and offer bespoke solutions with consulting frameworks for cost optimized leveraging of technology advancements

Data driven systems

Perennial focus on integrating next-gen technologies in solution frameworks with analytics and data-driven insights to ensure a proactive posture with minimal disruption to customer's business activities

Specialized skillsets and talent

A large, globally located, roster of technology and consulting workforce with subject matter expertise in Healthcare domain for assured solutions compliance.

Success Stories

Client details	Challenges	Solution	Benefits
Process streamlining and data standardization for a US based Dental Insurance major	Non-streamlined process steps resulted in an unstructured process flow. There was also a large number of validation cases due to time-consuming manual efforts resulting in error-prone processes	• End-to-end process automation starting from provider onboarding to contract management • Process streamlining and standardization of data used as inputs to the processes, through Lean methodologies	• Achieved 100% accuracy with NIL validation errors and defects • On-time processing of cases • Overall reducing the errors occurring in manual handling of cases and claims • Clear tracking and audit trails with digitization of processes & continuous Processing ensuring timely dispatch of life saving equipment
Process streamlining and data standardization for a US based Home Healthcare Equipment and Services major	The client processes were highly time sensitive with non-standard and handwritten documentation. Order classification also took a long time to process and with legacy systems for data entry along with customization requirement, manual errors were high	• EXACTO™, our in-house NLP driven solution, automated the identification and extraction of free-flow handwritten text from paper based prescription document • Process streamlining and data standardization along with automated end-to-end claims processing	• Automated order entry process with near 100% • Increase in on-time processing of orders to 96% • Increase in overall payer collections • 100% automated processing of electronically rejected claims

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Automation of forms processing for a US based Healthcare major	Client wanted to decrease manual errors in forms processing which was a key challenge along with high cycle time and slow response time	• Automation of data/document classification into Waiver/Enrollments & extraction of data from handwritten forms • Transformation of healthcare insurance processing process using automation & intelligent document processing • Document classification • Structured format of data after extraction of handwritten text	• Increased throughput by 2.5 times • Decrease in manual errors • Increase in accuracy
Automation of PIEVOS reports for a pharmaceutical and drug manufacturing major	Corporate financial services (CFS) team for customer run multiple refreshes for PIEVOS reports each month. After all the tabs in the workbook are refreshed, two columns within each tab will be reviewed for variances. If any variances are found, an email to the process owners along with screen shot of variance will be sent by team members. Finally performing tie out between BPC and HFM	• End to End process was completely automated using RPA which refreshed PIEVOS reports and if variances are found, would notify process owners and perform tie out processing	• Reduction in manual report production times by approximately 5 hours • Improved cycle-time for sales reports issuance to Senior Management
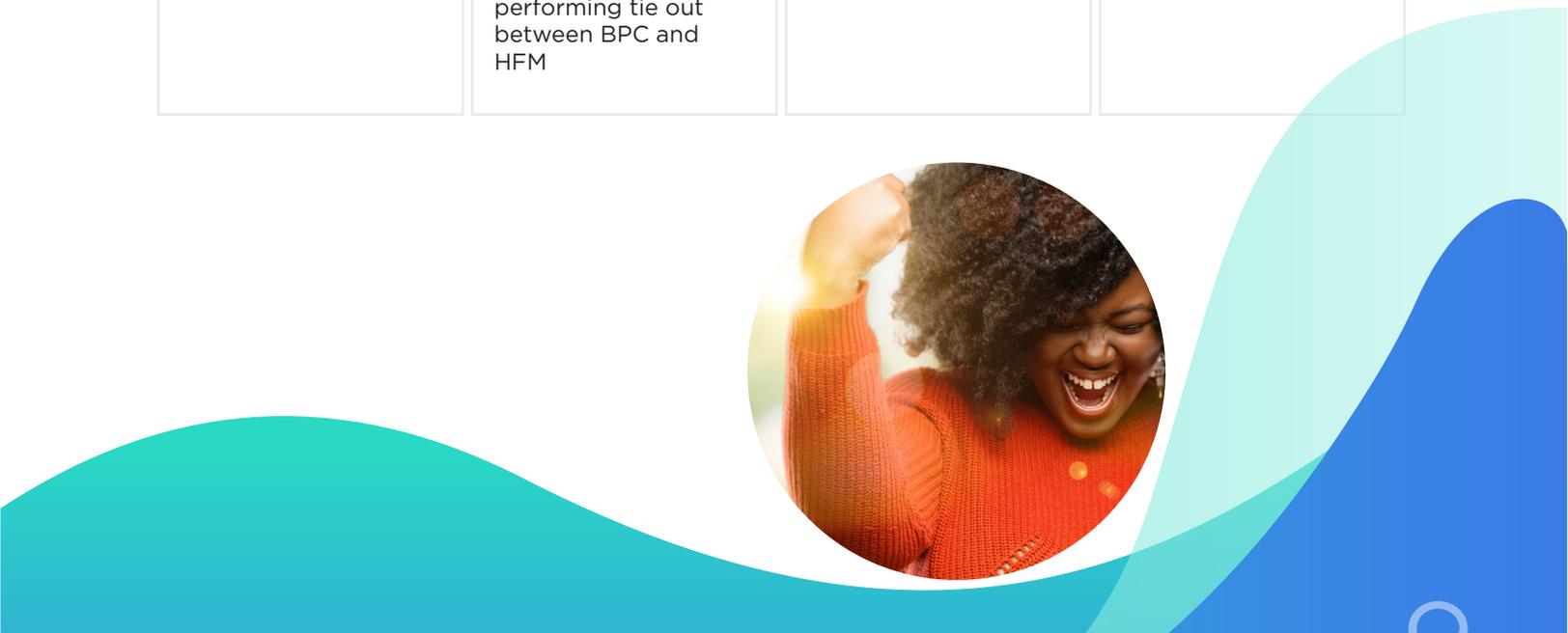
HCL

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HCL Technologies (HCL) empowers global enterprises with technology for the next decade today. HCL's Mode 1-2-3 strategy, through its deep-domain industry expertise, customer-centricity and entrepreneurial culture of i deapreneurship™ enables businesses to transform into next-gen enterprises.

HCL offers its services and products through three lines of business - IT and Business Services (ITBS), Engineering and R&D Services (ERS), and Products & Platforms (P&P). ITBS enables global enterprises to transform their businesses through offerings in areas of Applications, Infrastructure, Digital Process Operations, and next generation digital transformation solutions. ERS offers engineering services and solutions in all aspects of product development and platform engineering while under P&P. HCL provides modernized software products to global clients for their technology and industry specific requirements. Through its cutting-edge co-innovation labs, global delivery capabilities, and broad global network, HCL delivers holistic services in various industry verticals, categorized under Financial Services, Manufacturing, Technology & Services, Telecom & Media, Retail & CPG, Life Sciences, and Healthcare and Public Services.

As a leading global technology company, HCL takes pride in its diversity, social responsibility, sustainability, and education initiatives. As of 12 months ending on March 31, 2022, HCL has a consolidated revenue of US$ 11.48 billion and its 208,000 ideapreneurs operate out of 52 countries. For more information, visit www.hcltech.com