

Provider Lifecycle Management (PLM)

End-to-end digital solutions for enhanced
accuracy, speed and collaboration



Overview

The healthcare industry is undergoing a paradigm shift toward value-based care, digital front-door experiences and payer-provider collaboration. At the heart of this transformation lies Provider Lifecycle Management (PLM), which is evolving from a back-office function to a strategic enabler of provider engagement, data accuracy and compliance.

However, most health plans still rely on fragmented systems and manual workflows, resulting in:

- ~55% directory accuracy ^[1]
- 30–90 days for provider onboarding ^[2]
- 25–30% claim fall-out due to provider data errors ^[3]
- 50% of provider data changes every 18 months ^[4]

These inefficiencies increase operational costs (up to \$15 per person, per month) and low provider satisfaction (**Net promoter score as low as 10–20**).

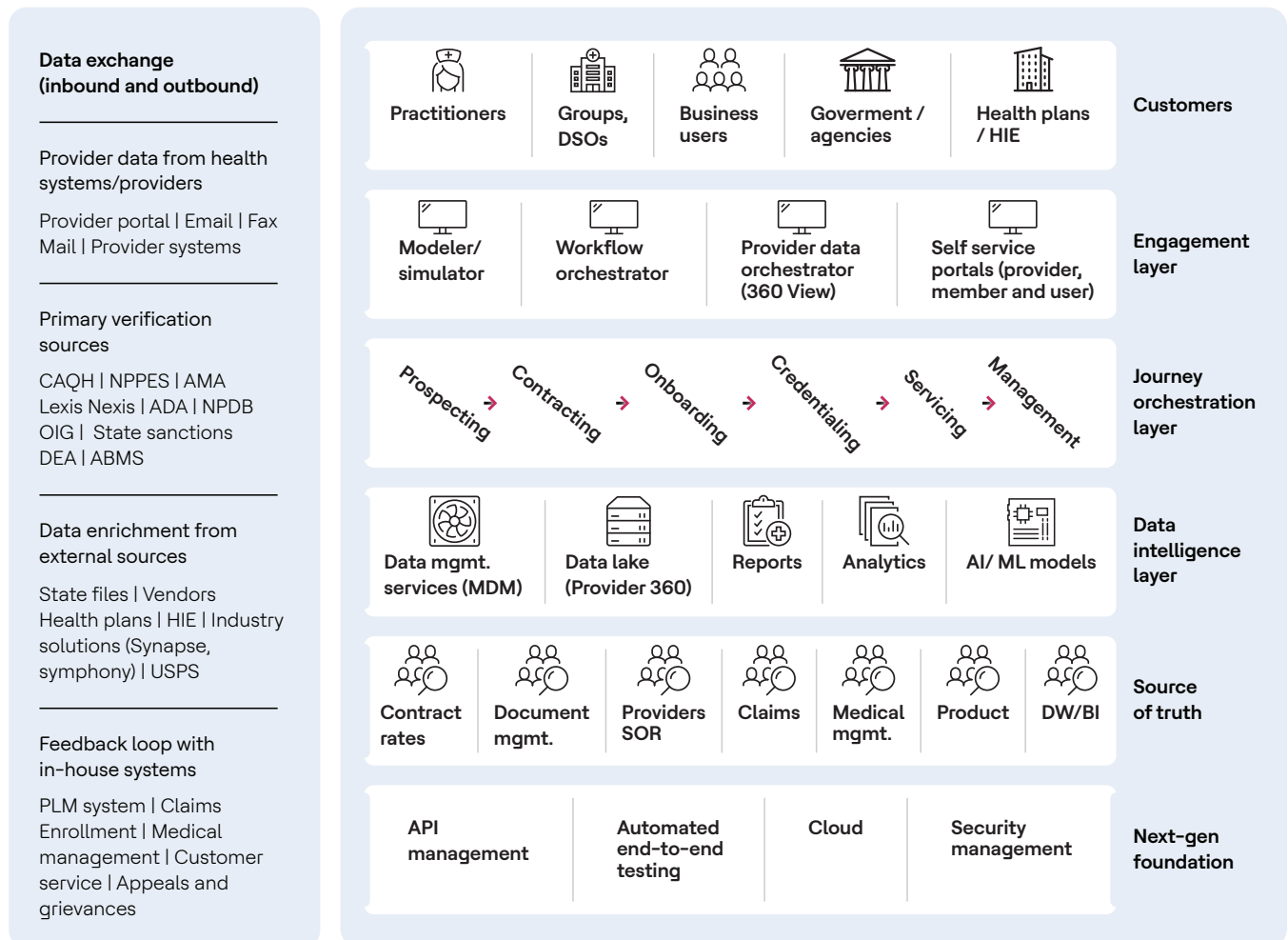
Meanwhile, leading health plans are adopting **cloud-native platforms, AI/ML-powered data management and application programming interface (API)-based integrations** to streamline provider onboarding, enable real-time updates and ensure regulatory compliance.

The need is clear: PLM must evolve into a **digitally orchestrated, intelligence-driven process** that can support the future of healthcare operations. HCLTech's PLM solution delivers on this vision—empowering health plans to reduce cycle times, lower costs and enhance provider and member experience across the care journey.



Solution details

HCLTech's solution considers end-to-end provider lifecycle workflow to deliver the right experience to providers along their journey – from onboarding to servicing. Our understanding of the processes and data interaction remains critical to building the right provider engagement solution for health plans. Our solution enables seamless provider engagement through a unified 360° data orchestrator, workflow automation and self-service portals. It also supports real-time data exchange with provider systems and verification sources, enriched by AI/ML-driven insights and robust reporting. A modular architecture built on the cloud, driven by master data management and secure APIs, ensures data accuracy, compliance and faster onboarding. HCLTech's PLM solution, augmented with Agentic AI capabilities, empowers health plans to reduce operational overhead, improve provider and member satisfaction and drive digital transformation across the ecosystem.



HCLTech's provider lifecycle management solution overview

Differentiators

HCLTech brings a unique blend of thought leadership, digital capability and transformative execution to provider lifecycle management. Backed by proprietary solutions, accelerators (DX as a provider portal solution, DRYICE for automation and AI-driven transformation, Exacto for Optical Character Recognition (OCR) capability), leading tech stacks, low code/no code platforms and a deep resource pool, we enable a seamless transformation across the provider lifecycle. Our strategic partnerships with Council for Affordable Quality Healthcare (CAQH) and hyperscalers enable real-time payer-provider integration. With interoperability solutions, API-based automation, digitization and Business Process Model (BPM)-led credentialing expertise, we deliver faster provider onboarding, enriched data quality and compliance at scale. HCLTech's frameworks, accelerators and domain experience ensure end-to-end ownership, enabling health plans to reimagine PLM and improve provider engagement with measurable outcomes.



Thought leadership



- **Vision for end-to-end PLM** and inhouse ability to drive the program
- **Thought partnership with clients** to re-imagine provider lifecycle
- **Resource pool** with deep business operational and technical expertise
- **Domain assets** like frameworks, accelerators, solutions and propositions

Digital capabilities



- **HCLTech products and IPs** with next-gen digital toolsets like DX, DRYICE, Exacto and Actian
- **Digital capability** in leading tech stacks for PLM like Pega, Salesforce and MS Dynamics
- **Interoperability and Regulatory solutions** Provider API, price transparency and provider directory maintenance

Transformative experiences



- **Extensive BPM experience** in provider credentialing and data management process
- **Automation and API-based integration** with key provider information sources
- **Digitization** of paper-based processes
- **Process re-engineering** to support business goals

Partnerships



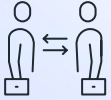
- **Strategic partnership with CAQH** to transform PLM at industry level
- **Partnership with hyper scalers** to drive payer-provider real-time integration and AI experience

Success stories



American network of dental insurance companies

HCLTech streamlined provider onboarding and credentialing to reduce cycle time by 40% and improve directory accuracy by 35%.



Not for profit provider credentialing organization

HCLTech enabled real-time credentialing and integrated enrollment, enhancing processing speed and expanding service scope across provider organizations.

Partnership



References

1- https://www.cms.gov/Medicare/Health-Plans/ManagedCareMarketing/Downloads/Provider_Directory_Review_Industry_Report_Year2_Final_1-19-18.pdf

2- <https://precisebs.com/credentialing-for-healthcare-providers/>

3- https://techhubly.com/lexisnexis-resources/files/A%20Business%20Case%20for%20Fixing%20Provider%20Data%20Issues_WPNXR5062-0.pdf

4- <https://www.hcltech.com/sites/default/files/documents/resources/whitepaper/files/2024/09/11/provider-credentialing-v2.pdf>

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HCLTech is a global technology company, home to more than 223,000 people across 60 countries, delivering industry-leading capabilities centered around digital, engineering, cloud and AI, powered by a broad portfolio of technology services and products. We work with clients across all major verticals, providing industry solutions for Financial Services, Manufacturing, Life Sciences and Healthcare, Technology and Services, Telecom and Media, Retail and CPG, and Public Services. Consolidated revenues as of 12 months ending March 2025 totaled \$13.8 billion. To learn how we can supercharge progress for you, visit hcltech.com.

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