HCL

COGNITIVE TECHNOLOGIES:
IMPACT ASSESMENT OF
PAYER SYSTEMS USING *ICONIC™*

When healthcare organizations are busy promising the future of care to their customers, it is imperative for them to employ processes and systems that not only work efficiently—but also evolve to take intelligent decisions. This involves self-learning, perception, memory, judgment, and reasoning to have better business outcomes that reduce risks and costs.

Organizations looking to evolve their systems need to objectively understand their readiness and capacity to adopt such cognitive technologies to take advantage of the business outcomes they offer.

COGNITIVE TECHNOLOGY FOR THE HEALTH SYSTEM

Robotics and automation, together with machine learning, artificial intelligence (AI), and cognitive technologies, are already unlocking new possibilities in healthcare—especially areas such as research, diagnostics, treatment, and patient outcomes. The very same technologies offer exciting benefits to the payer industry as well.

Improve consumer experience by enhancing products/services through personalization

Reduce business process operational complexity by automating internal payer processes —claims processing, provider network management etc.

Discover patterns/insights to develop superior products, manage provider network, manage population health, reduce risks for the organization

HOW CAN HCL HELP LEVERAGE COGNITIVE TECHNOLOGY IN BUSINESS PROCESSES?

The first step towards leveraging cognitive technology is to understand one's readiness and capacity to implement and sustain such technology. HCL's Healthcare Consulting team majorly focusses on enabling Health Plans to automate manual business processes, identify underutilized data sources for insight generation and improve customer experience by identifying opportunities for embedding Cognitive Technology.

HCL's Business Process Assessment for embedding Cognitive Technology, focuses on:

Identifying opportunities to leverage cognitive technology for healthcare business systems

Strategic roadmap—creating prioritization matrix and identifying impacted areas and processes

Tech-enabled cognitive partners that can help Health Plans perform cognitive vendor assessment and implement the identified use cases across the business processes

THE HCL DIFFERENCE

More than a decade of experience in Business Process Assessment in complex IT environments to bring improvements in cost, performance, and outcomes for our customers.

ICONIC™ | Initiate assessment | Capability mapping | Opportunity identification | Node prioritization | Implementation | Collaboration

Our proven **ICONIC**™ (Initiate assessment, Capability mapping, Opportunity identification, Node Prioritization, Implementation and Collaboration) framework developed in-house to enable a methodical opportunity identification for leveraging cognitive technology while taking into consideration the Health Plan's current IT systems maturity, its business goals, and planned IT roadmap.
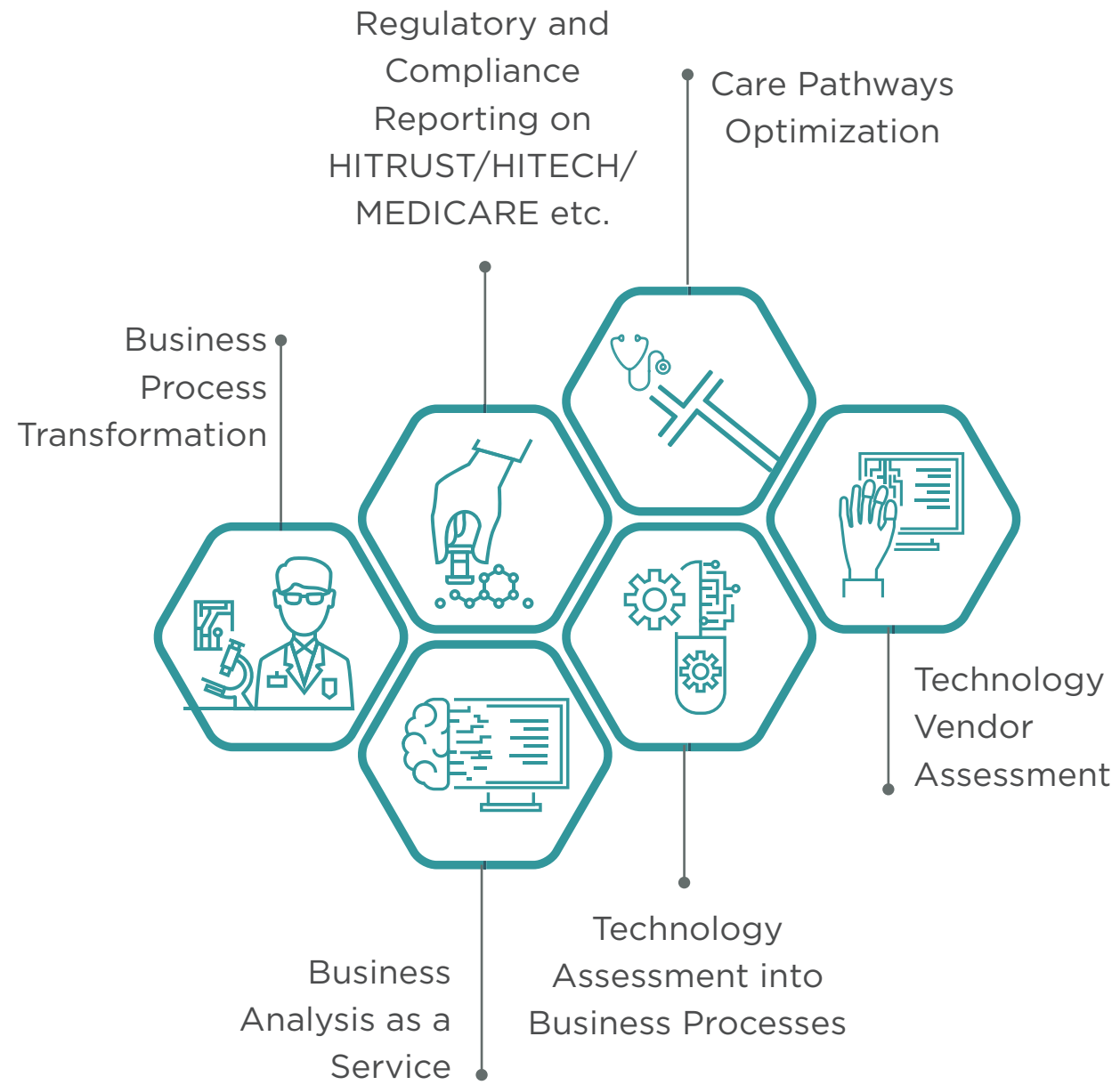
Customized Business Process Assessment capabilities that can be tailored to individual organizational requirements.

Strategic alliances and partnership with leading AI platform vendors for building cognitive technology strategic roadmaps for our clients.

HCL's AI automation platform can automate any number of standard and non-standard tasks across infrastructures, applications, business processes and engineering.

"Advisory Services" for vendor qualification and assessment by evaluating cognitive platforms based on product features/cost/ customization to name a few.

ADDITIONAL SERVICES OFFERED

Regulatory and Compliance Reporting on HITRUST/HITECH/MEDICARE etc.

Care Pathways Optimization

Business Process Transformation

Technology Vendor Assessment

Business Analysis as a Service

Technology Assessment into Business Processes

EVOLVE YOUR BUSINESS PROCESSES WITH HCL

When it comes to modernizing business processes, HCL already has proven track records and success stories in enabling organizations across the world. Leveraging proprietary tools and frameworks, we have not just improved processes, but have also helped organizations build autonomics-assisted, human-led enterprises of the 21st century.

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Relationship
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