



CREATE. CONNECT. COMPETE.

Solutions for Healthcare Payers

NEW BUSINESS

Reduce lead time for new group setup from days to minutes by eliminating manual tasks

Automate renewal reminders to proactively facilitate increased retention rates

Speed decision making by automatically identifying and routing exceptions



CLAIMS MANAGEMENT

Automate claims administration

Integrate with your claims system to provide enhanced control and information

Respond to evolving business conditions by quickly changing work assignments and authority levels

Eliminate costly and error-prone data entry while streamlining exception handling



MEMBER & PROVIDER SERVICES

- ✓ Empower members and providers with on-demand access to claims documentation and case information
- ✓ Expedite requests from members and providers while improving responses with customized communications
- ✓ Provide CSRs with real-time access to member information and seamlessly track inbound call responses
- ✓ Attract new business with advanced services without increasing costs or compromising the current member experience

CONTRACTING & CREDENTIALING

Centrally store and easily access primary source verification from sites like the OIG and National Provider Database

Automate the credentialing process while integrating with the Universal Provider Datasource for CAQH updates

Set proactive reminders and process controls

Reduce administrative tasks and enhance provider relations



APPEALS & GRIEVANCES

Automate the creation and distribution of appeals correspondence

Prepare for audits with single-click Universe creation

Track all case types from end-to-end with deadlines and decision making prompts



1

Capture.

Stop searching for information – capture, store and manage paper, email, fax, data, EDI and web in a single location

Reduce data entry costs and improve claim data accuracy by capturing information from CMS-approved forms and correspondence

Distribute work faster and more appropriately by capturing information upon receipt to start processes sooner

2

Access.

View all information with a single click

Provide secure access to content from anywhere – to your desktop, laptop, or phone (iOS or Android)

3

Integrate.

Integrate with claims systems and other line-of-business applications without any custom programming

Access the data and related content you need from within your core systems, including Outlook and other Office products

4

Create.

Automate member and provider correspondence creation using template- and plan-specific business rules

Manage distribution via any delivery channel

5

Measure.

Provide real-time dashboard analytics to process owners and executives

Monitor and report on employee metrics to facilitate benchmarking and performance reviews

Manage and track core processes with reminders, notifications and historical audit logs

Enable users to make on-demand changes to their business process

It's difficult to meet current expectations with outdated processes. i3 Healthcare Solutions helps healthcare payer organizations improve operational efficiencies, reduce costs and ensure regulatory compliance. We partner with health plans to:



CREATE business processes that simplify interactions and elevate member and provider experiences.



CONNECT people, processes and data using innovative technology that supports mobile workflow, inter-departmental information exchange and self-service portal solutions.



COMPETE as a market leader with a flexible, scalable and easy-to-configure solution that allows you to respond quickly to changing business conditions and member demands.

Speed, accuracy and agility are essential differentiators for today's health insurers. Through our consultative approach, we'll work with you to identify specific goals and objectives. Then, we'll deliver easy-to-deploy technology solutions to help you meet them. Built on an industry-leading platform, i3 Healthcare Solutions provide user-friendly, point-and-click configuration tools that enable business owners to quickly modify processes and metrics to fit their specific objectives, creating a key competitive differentiator for today's health insurers.

With industry-leading technology proven to increase productivity and reduce operating costs, the team at i3 Healthcare Solutions has been helping organizations transform how they do business for more than 50 years.

Designed specifically to address the demands facing today's healthcare payer, i3 Healthcare Solutions' accelerators streamline complex processes, easily managing volume while ensuring compliance, increasing profitability and elevating member satisfaction.



Learn more at i3verticals.com/healthcare

