

# The Five Imperatives Health Plans Need to Consider for Enabling Growth while Improving Financial Health

Members and providers expect a consumer-friendly experience from their health plans and in their healthcare — including one-call resolutions, seamless access to records, predictive outcomes and simple-to-understand benefits that are equally easy to administer — each of which result in enhanced and timely care. Today's health plans must be agile and responsive, allowing them to meet member expectations, and anticipate and adapt to future needs before they falter and become just another health plan struggling to succeed.

We feel there are five imperatives that health plans need to consider for enabling their growth while improving their financial health. **In addressing these essentials, health plans can transform their businesses and remain debt-free.**



## 1 Enhancing the Member and Provider Experience

Members and providers demand an integrated, seamless experience with straightforward, clear communication and guaranteed confidentiality that allows them to make better informed healthcare decisions.



**20%**  
reduction in application issues



**30%**  
improvement in customer satisfaction

## 2 Addressing Medical Spend Management and Administrative Costs

Understanding and automating workflows, streamlining claims processing, communicating in a timely and precise manner, and having a 360° view of members and providers are critical in measuring a business' financial health.



**15-20%**  
reduction in administrative costs



**10-15%**  
increase in profitability due to improved Medical Loss Ratio



## 3 Understanding Data and Analytics is a New Asset

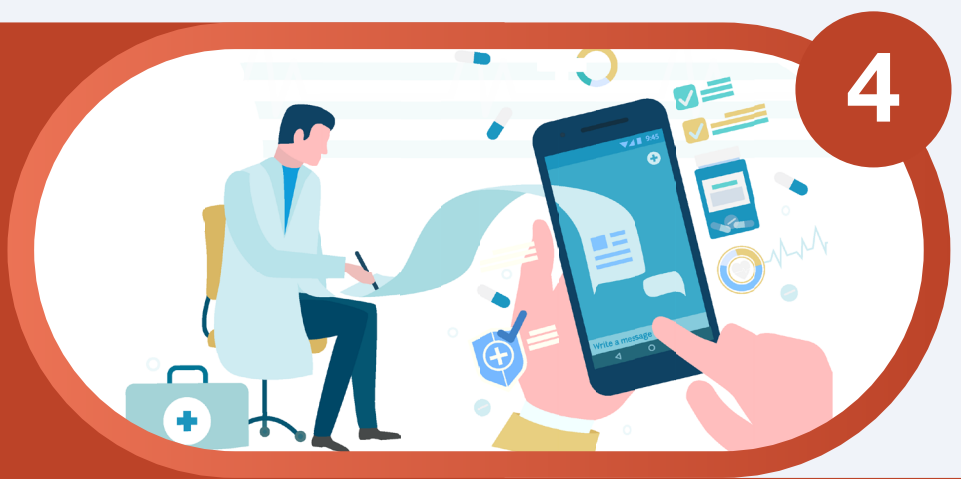
Obtaining a complete, comprehensive view of the overall business, their members' health, their providers' performance and the outcomes of the care administered is the only sustainable way to deliver value-based care.



**300%**  
increase in software releases

## 4 Overcoming Automation Anxiety

While each circumstance is unique, managing change and addressing cultural and relationship barriers in the workplace are of the utmost importance in any transformational journey. When obstacles are overcome, businesses can grow and go forward successfully.



Recovery provided to more than 40 Medicaid agencies and numerous commercial plans



## 5 Growth and Business Performance

Gaining insight into business metrics requires a full suite of analytics and integration across existing systems. Ultimately, growth is dependent on the adoption of new technology that can adapt over time and build upon itself.



Our clients save more than **\$7 billion per year** through our cost avoidance services, helping to recover 2% of total spend and generate a 5:1 ROI on cost avoidance



### WANT TO LEARN MORE?

To learn more about how **Digital BPaaS** can help your business, contact NTT DATA today.

Website: <https://us.nttdata.com/en/digital/digital-bpaas-for-health-plans>  
Email: [bpo@nttdata.com](mailto:bpo@nttdata.com)