

Cutting back-office costs

Doing more . . . with less.

For a healthcare payer, it's a never-ending struggle. After all, doing less with less is never an option.

Every company wants to do more business and generate more revenue while spending as little as it can. A healthcare payer wants to accomplish this by cutting its operating costs to the absolute minimum. The alternatives — either handling less work (inevitably generating less revenue) or running up *higher* operating costs to chase more revenue — aren't acceptable. You have to find a solution in the middle.



So you must keep finding ways to process more work while minimizing costs.

Clearly, a healthcare payer's internal workload, including the adjudication of pended claims, will keep growing, particularly due to changes in demographics, medical advances, and the regulatory environment. Unfortunately, your budget won't grow nearly as fast, if it even grows at all. That leaves you with determining how to process a mounting workload with a real-world budget.



So what can you do?

Take your back-office processes. Analytics can help you determine just how efficiently your workers are getting things done, and how they can improve.

A key to doing more work with limited resources is making sure your employees perform both well and efficiently. If you deploy an *analytics* solution, you can know what's needed to manage them most efficiently — even if some or all of them work off-site.



An especially effective analytics solution gives you real-time data to show what they're really doing, how many *productive* hours they're giving you, and much more.

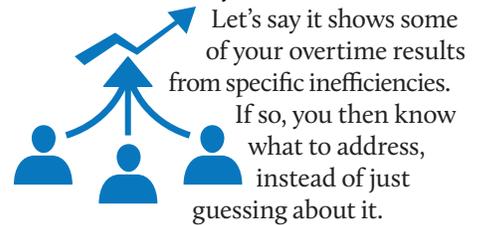
Analytics also can show you which processes are best done by humans, and which are best handled by *process automation*.

Another key likely is turning over more work (particularly the adjudication of pended claims) to *process automation*. However, this also requires use of analytics, so you can determine which work is most efficiently handled, and how, by people rather than by software robots. Without that data, automation can be a hit-or-miss solution.



Once you know the difference, you're better equipped to make the choices that will enable you to get the most out of your team and handle the ever-growing workload.

An analytics solution should give you invaluable direction toward the most effective use of your limited resources.



Let's say it shows some of your overtime results from specific inefficiencies. If so, you then know what to address, instead of just guessing about it.

To keep doing more with less, you need to optimize the work that humans still must do, while automating any processes that can be automated.

WorkiQ® from OpenConnect is the only analytics solution that gives you all the real-time data you need to obtain the best from your team.



You may also choose an accompanying process automation solution. If so, consider WorkiQ's sister product, AutoiQ™, which is built to handle high-value, complex back-office processes. Some of the largest healthcare payers depend on OpenConnect solutions 24 hours a day, seven days a week, to help them do more . . . with less.



Find out more today.

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