

Digital transformation

Doing more . . . with less.

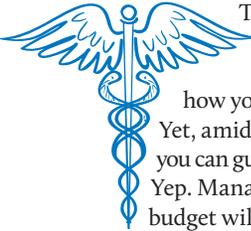
For a healthcare payer, just as for other large businesses, this is a time of digital transformation when companies are making huge, game-changing moves to take full advantage of digital technologies and solutions. In this dynamic environment, you can and must adopt new ways of handling bigger workloads despite tight budgets.

Both the regulatory and competitive landscapes, as well as financial pressures, require you to go more and more digital.

This affects everything: how you keep records; how you pay claims; even how your workplace functions.

Yet, amidst this tsunami of change, you can guess what will stay the same.

Yep. Managing it all within your budget will remain a struggle.



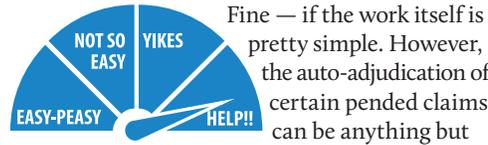
One answer to this crunch can be process automation. The right automation solution will blaze through work with staggering speed and complete accuracy, at a fraction of the cost of overtime or additional FTEs.

Where you can automate, you should. However, the process automation solution you choose will pay for itself (and then some) only if it can perform work humans would have done, albeit far faster and totally accurately. And not all solutions can.



It also will handle even highly complex tasks. That's especially important because auto-adjudicating some pending claims can get rather complicated, and that complexity is more than many solutions are smart enough to handle.

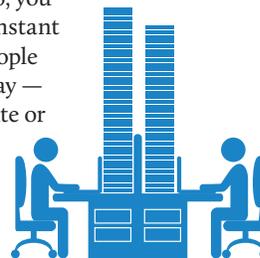
Some would have you believe an automation solution is sufficient if it can take over so-called "mindless" tasks from humans.



Fine — if the work itself is pretty simple. However, the auto-adjudication of certain pending claims can be anything but simple, even when humans are involved, and definitely if they aren't. So your chosen solution must be able to automate complex tasks just as well as it automates simple ones.

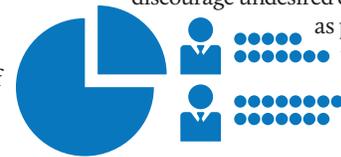
Of course, there still are plenty of tasks that must be done by humans. But even that aspect is enhanced by digital transformation in the form of analytics.

For work that's still best left in human hands, you must obtain your team's maximum productivity. To do so, you need a clear-eyed, constant view of what your people do during the workday — whether they're on-site or working remotely. Short of some superhuman ability to monitor each person's activities, the only way you can do that is through an effective analytics solution.



Today, more than ever, you need to know, minute by minute, what your people are doing so you can get their best efforts. The right analytics solution will give you the real-time data you need to manage your team both efficiently and effectively.

You need to reinforce desired work habits and discourage undesired ones — as quickly as possible. In other words, you need to "coach in the moment." This is far more effective than the now widely discredited and musty process of periodic reviews. And it's impossible without a solution that provides real-time analytics data.



So what can you do?

By now, it should be obvious that your company's digital transformation process requires powerful software that's designed to meet your industry-specific challenges. **AutoiQ**™ from OpenConnect is a robust, server-based automation solution built to handle high-value back-office tasks, regardless of their complexity. And its sister product, **WorkiQ**®, is the only analytics solution that provides all the real-time data you need to obtain the most from your team. 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.



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