Solutions

Doing more . . . with less.

For a healthcare payer, it's a never-ending struggle. Workloads increase, but budgets don't grow to match them.

While many elements affecting healthcare payers' work inventories are hard to predict more than a few months in advance, some trends are all too painfully clear. The population is rapidly growing *and* rapidly aging. The regulatory environment is constantly changing, especially in certain states. And medical advances keep coming at a dizzying pace, accompanied by inevitable leaps in both the quantity and the costs of what you have to cover. All of this makes your back-office workload grow, often dramatically. What it doesn't do is magically add to your budget to pay for handling the additional work. So your continual challenge is doing more . . . with less.

Fortunately, we're here to help. Really. We're OpenConnect. And we've built advanced software solutions with you in mind. We focus on helping companies, especially healthcare payers, handle growing workloads more efficiently and economically.

Building on over 30 years of helping companies improve operational efficiency, **OpenConnect** is a leader in operational intelligence, process automation, and interconnectivity. These solutions enable our customers to automatically discover, automate, and improve back-office operations, optimize workforce productivity, and maximize access to mission-critical data. Armed with these advantages, they can do more . . . with less.

One way you can do more with less is by auto-adjudicating more pended claims.

A healthcare payer must cut its cost-per-claim to the absolute minimum. Unfortunately, as the number of all claims rises, so does the number of pended claims. Manually adjudicating greater numbers of pended claims means more work, resulting in higher expenditures for more overtime and/or a higher headcount (whether on-site or remote), among other added expenses.

Such challenges are made for our *process automation* solution, AutoiQ.™

As you can guess, process automation solutions vary in approach, speed, effectiveness, and overall value. AutoiQ is server-based for maximum scalability and speed. Moreover, when compared to its competitors, AutoiQ has unique advantages that make it a superior choice for healthcare payers seeking to automate back-office processes.

AutoiQ is built to handle what we identify as *high-value, complex* back-office tasks. By "high-value," we mean tasks which, if mishandled, can cause serious consequences — otherwise known as "costing you a ton of money."

As a healthcare payer, you have many back-office processes which, if confounded by a simple human error, could cost your company thousands or even millions of dollars. Once properly deployed and programmed, AutoiQ robots don't make errors.

As for the "complex" part, AutoiQ's industry-unique features enable it to zip through even the most complex claims — which most automation solutions just aren't smart enough to do.

Let's say your company handles millions of claims a month. Each claim can have thousands of scenarios, each of which can have hundreds of variations. Yet, AutoiQ robots accurately adjudicate hundreds of complex claims *per minute*. Competing solutions typically are limited to much simpler tasks. But not AutoiQ.

And, because it's automation, it eliminates the need to pay for overtime, much less additional FTEs.

If your operation reaches a limit on how many pended claims it can handle, one of two things must happen: either you pay for more human labor (in overtime and/or new, untrained hires) or you add more automation. The latter is far simpler and more economical, thanks to AutoiQ's server-based scalability.

Of course, there always will be plenty of work for humans to do. That's where our *analytics* solution, WorkiQ®, comes in. It gives you the real-time data you need to manage your team for greater productivity, even if some work remotely.

By deploying WorkiQ, you get the information necessary for managing your team most efficiently — and that includes your off-site workers. The real-time data WorkiQ provides is critical because, instead of managing the past, you can "coach in the moment," reinforcing best practices (and discouraging poor ones) as they happen.

Another WorkiQ advantage is that it helps you see which of your processes are best done by humans and which are best automated. Such an analysis is critical to a *successful* automation strategy. So AutoiQ and WorkiQ are a great team.

OpenConnect's extensive experience with customers around the world has taught us that automation works best when it's part of an overall plan that includes accurate, continuing analysis of your business processes, so you automate only what should be automated. That's why it's wise to deploy AutoiQ along with WorkiQ.

Also, WorkiQ is Citrix® Ready™ for maximum compatibility with your Citrix environment.

WorkiQ lets you monitor workers using your Citrix environment — even remote users, just as if they were in the office on dedicated PCs. As a Citrix Ready solution provider, OpenConnect receives special partner-level access to technical resources to resolve any Citrix-related technical challenges a WorkiQ deployment may encounter. That means you can be confident — not only in OpenConnect's superior analytics technology but also in our ability to resolve your challenges.

**CITRIX®
READY**

Still . . . none of this matters if your operations are hampered by ineffective interconnectivity between your applications and the *mainframes* many healthcare payers use.

Mainframe applications weren't designed for integration with other applications; they were designed for humans. This makes it difficult when you want to use mainframe data with external applications; and it can make it almost impossible to integrate your mainframe with the Web-based world where most of your other applications live.

TO-MAY-TO

TO-MAH-TO

?!?!?

**OpenConnect's long experience as an *interconnectivity* pioneer is on your side, here, too, in the form of ConnectiQ.™ Its server-based architecture allows seamless integration with mainframe applications without the performance issues and potential loss of data associated with desktop-based tools.**

With ConnectiQ, there's no "screen-scraping" that captures only some of the data a mainframe can generate on-screen. And there's no desktop-based emulator that can handle only limited amounts of data while slowing a PC to a crawl. Instead, ConnectiQ provides direct access **ConnectiQ™** to the mainframe and interprets the raw 3270 data stream. This approach lets ConnectiQ capture every data element, including hidden elements. As a result, every transaction between the mainframe and the desktop can be executed flawlessly.

Oh, by the way . . . OpenConnect's interconnectivity technology is built into AutoiQ, as well, so it *natively* communicates with your mainframe.

Automating the adjudication of pended claims also requires access to mainframe-based data. Yet, automation solutions typically lack the ability to achieve adequate connectivity with mainframes, much less for native communication using the mainframe's own protocols. AutoiQ has no such limitation.
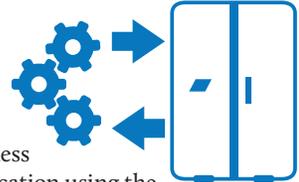
Check us out.

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.

Perhaps you should, too.

Our website, **openconnect.com**, gives you plenty of information about OpenConnect and our advanced software solutions for enterprises like yours.

More specifically: for links to datasheets, videos, webinars, white papers, and other details about our enterprise solutions, visit **openconnect.com/resources**.

Then, call OpenConnect at **800.551.5881** when you're ready for specifics on how we can enable *you* to do more . . . with less.

Find out more today.

*To learn about OpenConnect solutions for organizations like yours, call **800.551.5881**. Visit OpenConnect at **openconnect.com**.*

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