Business Process Outsourcing (BPO) Solutions

Health Plan Front-End Administration Services

Faced with increased competition and evolving healthcare reform initiatives against the backdrop of an unstable economic climate, health insurers across the country are looking for new ways to grow and transform their business. Enter business process outsourcing (BPO). Deploying innovative BPO solutions enables organizations to focus on core competencies and achieve competitive differentiation by leveraging healthcare intellectual capital and proven economies of scale. By consolidating core administrative functions and systems, BPO enhances market agility and streamlines business processes while reducing overall costs.
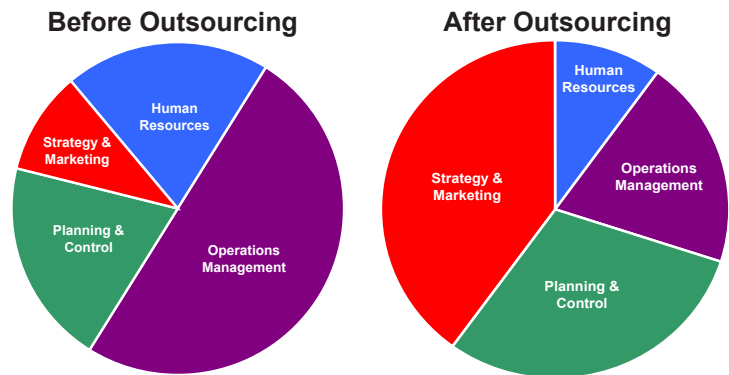
The largest commercial healthcare business process outsourcer in the country, DSTHS provides strategic end-to-end business processing capabilities backed by industry-leading technology platforms. Our state-of-the-art BPO solutions leverage industry best practices to not only reduce cost structures, but also improve operational efficiency and support accelerated speed-to-market goals. Partnering with DSTHS enables health plans to realign their focus on critical strategic initiatives to better grow their business and enhance their competitive edge.

Gain Competitive Edge

Take advantage of DST Health Solutions' BPO operations that offer advantages of scale, including reduced human capital and knowledge process investment, comprehensive disaster recovery and business continuation capabilities, and the capacity to accommodate your processing peaks and valleys. With DST Health Solutions supporting your workload, you'll have more time to direct organizational strategy and focus on growth.

Today, DST Health Solutions (DSTHS) outsourcing centers account for more than 86 million annual

BPO Transforms How You Spend Time
Executive Time Spent:

Before Outsourcing — After Outsourcing

Human Resources, Strategy & Marketing, Planning & Control, Operations Management

"I have gained at least two hours in every day because of DST Health Solutions, Inc. and we have documented administrative ratios below 7.0%"
Mike Blackwood, CEO, Gateway Health Plan

transactions serving more than 6.5 million covered lives, offering a broad spectrum of outsourcing services. Our outsourcing solutions are designed for Medicaid, Commercial, Repricer, TPA, Behavioral Health, Medicare, HSA/HRA, Dental, Pharmacy and Vision.

Front-end Business Process Outsourcing Solutions for Health Plans include:

- Mail receipt and processing
- Document sorting and classification
- Document imaging
- OCR/data capture
- Quality assurance
- Document archiving and storage
- Electronic document management
- Overflow processing for OCR and scanning inventory

Advantages

DST Health Solutions has a greater depth of experience and more advanced alternatives than any solution provider in the healthcare industry today. Because we offer more options, we can tailor a solution that better fits your business needs. Our solutions combine an unmatched pool of healthcare and business intellect with the best high performance technology, e-connectivity services, and processes available.

Developing and maintaining a trusted relationship with an outsourcer allows health plan business leaders to delegate execution of critical, non-core processes that divert attention from business development and other strategic initiatives.

Outsourcing gives health plans the agility to bring new offerings to market quickly, while helping them stabilize or reduce information technology (IT) and capital investment costs. Outsourcing helps organizations avoid HR recruitment, training and retention hassles associated with IT and administrative staff.

Results

With outsourced front-end processes to DST Health Solutions, your Health Plan organization will:

- Gain unprecedented transparency
- Lower administrative costs
- Improve performance
- Reduce and accurately predict operational costs
- Increase product speed to market
- Leverage DSTHS infrastructure and resources (business/technical expertise and best practices)
- Reduce staffing costs
- Increase group/member retention and enrollment
- Reduce IT costs and avoid technology obsolescence
- Improve service levels to customers, members and providers

Best Practices

DST Health Solutions has more than 30 years of experience in developing applications and best practices that span multiple lines of business. DST has a proven reputation in developing and delivering the industry's most scalable and flexible end-to-end health plan administration and claims processing applications. Our unique business model offers deployment onshore, offshore, or a blended delivery option to meet your needs.

DSTHS' approach to quality is focused on process improvement. We apply our own proven methods and engage in Six Sigma and other quality programs. Our deep experience in implementing diverse health plan solutions on various platforms has given us expertise in mainframe, midrange, client/server, e-business and service-oriented architecture implementations. Our proven project management methods have enabled us to complete projects without cost overruns, missed deadlines or unexpected delays.

Achieve Competence

Our full service BPO solutions embrace a wide assortment of al a carte front-end and back-office outsourcing services including:

- Claims sorting and classification
- Benefit plan management
- Quality review
- Claims archiving and storage
- Electronic claim management
- Claims processing and overflow
- Eligibility and enrollment management
- Fulfillment services
- Complete IT infrastructure and application hosting
- Total back-office support
- Consumer-directed solution (CDH)

DSTHS' healthcare business process outsourcing operation is AICPA SAS 70 reviewed. With experienced DST personnel supporting your administrative workload, you continue to maintain control of your business through measurable performance standards and our real-time transparency platform. DSTHS's contracted service level agreements (SLAs) are tailored to your specifications and provide a mechanism for you to manage results.

Contact Us

To learn more about DST Health Solutions Business Process Outsourcing services, contact us at 800.272.4799, email us at inforequests@dsthealthsolutions.com, or visit us at www.dsthealthsolutions.com.

2500 Corporate Drive
Birmingham,, AL 35242
205.437.6000

DST
H E A L T H
S O L U T I O N S