

Business Process Outsourcing Solutions

Full Health Plan Administration and Services

The Outsourcing Advantage

As health insurers and administrators struggle to deliver comprehensive product lines—often using disparate technologies to accomplish administration—many are finding that an outsourcing strategy can help them accelerate growth while reducing operational complexity and expenses. 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.

Business Process Outsourcing (BPO) provides a ready source of operational talent and technology expertise a healthcare organization can tap into to gain a competitive edge. Outsourcing gives health plans the agility to bring new offerings to market quickly and provides unprecedented operational transparency, 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.

Experienced People Using the Best Technology

With more than 30 years of experience serving the health payer industry, DST Health Solutions (DSTHS) has the people, processes and technology needed to help you achieve business success. We built our reputation developing and delivering the industry's most scalable and flexible health plan administration and claims processing applications. Today, our BPO operations process more than 57 million annual transactions, serving 4.5 million lives. Our unique business model offers deployment onshore, offshore, or a blended delivery option to meet your needs.

Benefits of Outsourcing

- Improve service to customers, members and providers
- Grow business without adding infrastructure
- Achieve speed to market with new product offerings and program expansions – without large capital investment
- Realize lower/more predictable administrative costs
- Leverage business/technical expertise and best practices
- Ensure compliance with regulatory requirement changes
- Access the newest and best technologies while reducing work backlog

Quality Approach

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 insurance 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.

Results

Plug into DST Health Solutions' BPO operations, advanced applications and secure technology infrastructure and you can direct precious health plan capital toward higher return initiatives. With DSTHS supporting your administrative workload, you'll have more time to direct organizational strategy and focus on core competencies, including business expansion, network development, care management and member services.

Business Process Outsourcing Services

DST Health Solutions gives you access to a world-class, e-business-enabled health plan administration infrastructure, enabling you to outsource one or more discrete business functions or your entire back office. DST Health Solutions' healthcare business process outsourcing operation is AICPA SAS 70 reviewed. With experienced DSTHS' personnel supporting your administrative workload, you continue to maintain control of your business through measurable performance standards. Our contracted service level agreements (SLAs) are tailored to your specifications and provide a mechanism for you to manage results.

Standard transparent administration services include:

- Customer, group and provider services/support center
- Call Center (multi-lingual capabilities)
- Membership/enrollment processing
- New product launches
- Benefit plan set-up and administration
- Fee schedule management
- Billing and collections
- Claims processing including pharmacy
- Claims overflow
- Workflow management
- Business process automation Apps
- Provider data and broker commission management
- Accounting and finance operations
- Management reporting
- Output (print and fulfillment)
- ICD-10 services

Front-end processing services include:

- Mail receipt and processing
- Claims sorting and classification
- Document imaging
- OCR/data capture
- EDI file creation
- Quality assurance
- Claim archiving and storage
- Electronic claim management

Information Technology Outsourcing Services

DST is home to world-class data processing facilities that currently support more than 120,000 computer users connected through fully redundant telecommunications networks from locations across the US, UK, and Canada. DST Health Solutions provides a broad range of IT outsourcing options. Our Application Service Provider (ASP) option allows your staff to access DST Health Solutions' administration applications hosted in the DST data center. Our full IT outsourcing option includes management of every aspect of your IT infrastructure, from major systems to users' desktops. DST IT professionals take care of all of your IT needs, including data center operations, applications support, technology infrastructure, coordination of hardware purchases and application licensing, development services and Web-based or network support.

IT services include:

- Facilities management
- System hosting and operations management
- Systems planning, tuning, and maintenance
- Applications outsourcing, maintenance and support
- Implementation planning and support
- Custom development and enhancements
- Technology standardization and rationalization

Specialty services include:

- Multi-shore services
- New product launches
- Conversion/migration support
- Internet-enabled transaction-based processing
- Systems integration and interfaces
- Claim backlog management
- Staff augmentation, program and project management

Contact Us

For more information on our Health Plan Business Process Outsourcing Solutions, call DST Health Solutions, Inc. at 800.272.4799 or visit us at www.dsthealthsolutions.com.

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