Mphasis Healthcare: From Care to Wellness

The healthcare industry is transforming at a pace never seen before. This is a result of consumers becoming more engaged and involved in their healthcare decisions – from the selection of the most appropriate benefit plan for themselves and their family to engaging directly with their providers via patient portals and mobile apps or the ongoing monitoring of their own wellness through the use of technology-enabled health devices.

Healthcare technology innovations are taking place across multiple disciplines including robotics, internet of things, biotechnology and more. The world is going digital and undoubtedly, the future is digital. It is this need for digitization and Mphasis' *customer first* approach which is allowing us to work with our customers to develop, drive and execute their own business strategies to shift from 'Care' to 'Wellness' and provide results to their members of increased wellness and improved quality of life.

Today's healthcare market demands -

Consumerism and customization

Consumerization is the new need of the healthcare industry. To enable consumers greater control of their health, provider organizations are required to enable connectivity between the physicians and patients. Achieving this level of connected care requires customized plans and critical components such as personalized experience, mobile health apps, telehealth, and advanced analytics.

Access to data and care delivery optimization

Consumers are accustomed to having access to actionable data. They seek transparency, a personalized approach and more control over their overall healthcare experience. These expectations have made it crucial for the healthcare firms to invest in technologies that help achieve patient satisfaction. And these technology solutions are driven by access to real-time data which is kept secure and accessible by multiple devices and applications – by a member, provider or payer.

Personalization of customer experience

Data-driven personalized healthcare is the new norm. Customers today need medical care that is more tailored to their preferences, lifestyle and socio-economic factors. Personalization of customer experience can be achieved to scale using data-driven approaches and machine learning as the in-line analytics provides the real-time decisioning.

Scalability of lower costs and high quality

Healthcare organizations today are being challenged to lower the costs, enhance care coordination, and become patient-centric, providing more for less. In addition, they have to achieve all this while adhering to regulatory requirements and keeping away from inefficiencies that negatively influence the clinical outcomes.
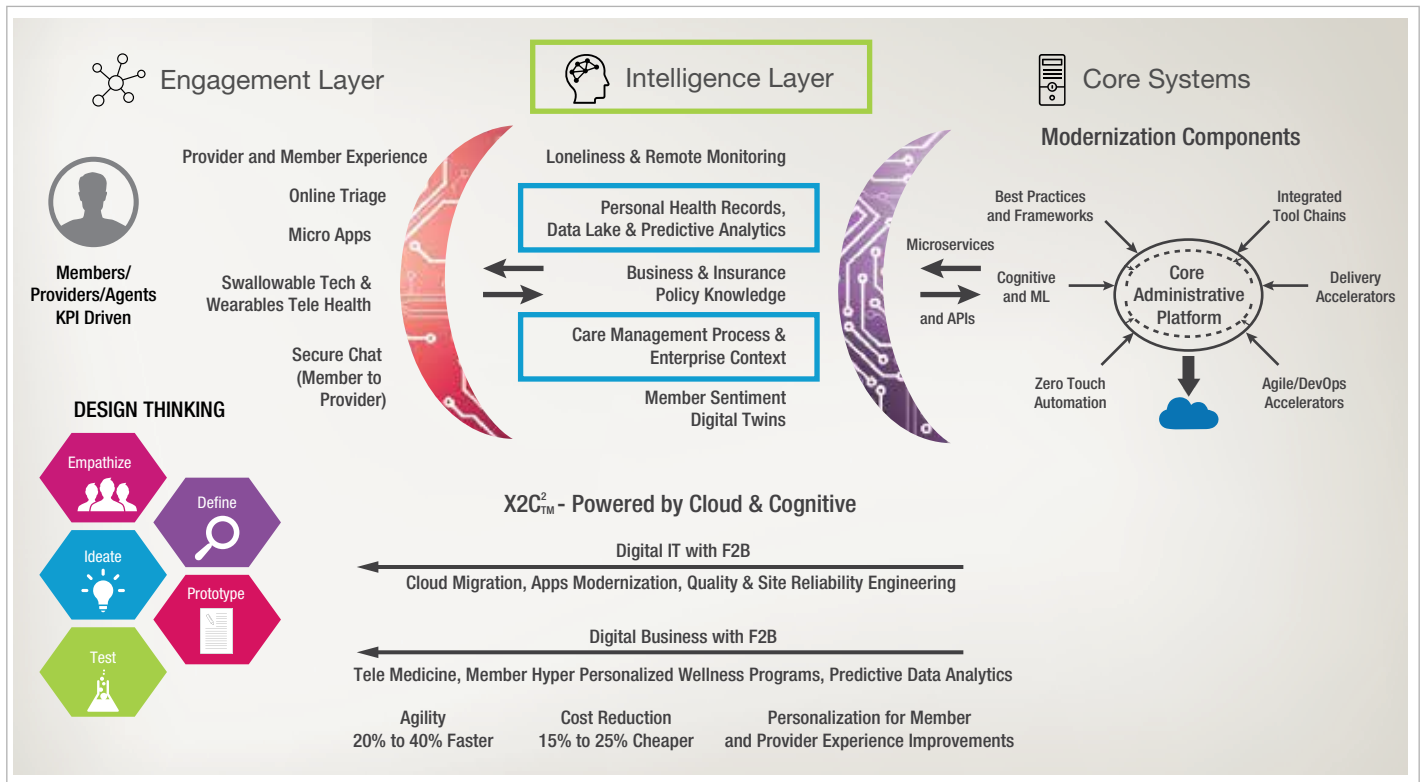
Quality measuring and performance reporting

In healthcare sector, regulators and consumers both require reporting and easy access to quality and price data so that they can make evidence-based decisions. Healthcare service providers are implementing smarter decision making with the help of health analytics at the point of care.

> "According to Forrester, 60% of purchase influencers globally are increasing or adopting new investment in Enterprise Health Clouds (EHCs) to prepare for the coming data storm"

The transformation framework

Mphasis Front2Back™ Service Transformation resolves these challenges through:

- Deep healthcare expertise coupled with cross-industry expertise in digital and next-gen services
- Enterprise platform component solutions for benefit administration
- Flexible solutions to support value-based reimbursements
- Fast, low-risk implementation and steady state lean operations
- Data Architecture and Analytics capabilities
- Innovations to support zero-cost business transformation

Engagement Layer

Provider and Member Experience

Online Triage

Micro Apps

Swallowable Tech & Wearables Tele Health

Secure Chat (Member to Provider)

Members/ Providers/Agents KPI Driven

DESIGN THINKING

Empathize

Define

Ideate

Prototype

Test

Intelligence Layer

Loneliness & Remote Monitoring

Personal Health Records, Data Lake & Predictive Analytics

Business & Insurance Policy Knowledge

Care Management Process & Enterprise Context

Member Sentiment Digital Twins

$X2C^2_{TM}$ - Powered by Cloud & Cognitive

Digital IT with F2B

Cloud Migration, Apps Modernization, Quality & Site Reliability Engineering

Digital Business with F2B

Tele Medicine, Member Hyper Personalized Wellness Programs, Predictive Data Analytics

| Agility 20% to 40% Faster | Cost Reduction 15% to 25% Cheaper | Personalization for Member and Provider Experience Improvements |

Core Systems

Modernization Components

Best Practices and Frameworks

Integrated Tool Chains

Microservices

Cognitive and ML

Core Administrative Platform

Delivery Accelerators

and APIs

Zero Touch Automation

Agile/DevOps Accelerators

Our offerings

We bring together a wealth of experience in core systems and next-gen digital services, which enables development of next-gen healthcare solutions.

Mphasis Consumer Experience 360

Information is derived from various sources such as claims, monitoring tools, electronic health records, and other data sources. Aggregation of this data is important as it provides a 360-degree view of the patient and provides insights that are critical to enhancing the care.

Mphasis Consumer Experience 360 is a consolidated data model that generates actionable insights powered by analytics and risk determination, enabling unified customer experience across various channels. It provides 360-degree view of financials, clinical records, healthcare devices, and social channels.

Product Implementation Framework

Core systems such as Mphasis Javelina helps to launch scalable products faster at lesser cost with flexible core administration system. Product Implementation Framework helps faster implementation and support for these core systems.

Health Analytics

Mphasis Hypergraf™ and DeepInsights™ create single source of truth to reduce data preparation time to generate actionable interventions. By deploying the analytics use cases, the claims processing cost is reduced by 20 to 50%.

Service Transformation Application

Process reengineering and automation can reduce overall operational costs by 25-30%. Flex capacity manages surge requirement and employee onboarding for peak operational time periods.

Cognitive Quality Engineering

We have over 12,000 reusable test scenarios across the complete payer administration module set such as membership, claims, EDI, provider, etc., and healthcare automation tools along with virtualized test data platform.

About Mphasis

Mphasis (BSE: 526299; NSE: MPHASIS) applies next-generation technology to help enterprises transform businesses globally. Customer centricity is foundational to Mphasis and is reflected in the Mphasis' Front2Back™ Transformation approach. Front2Back™ uses the exponential power of cloud and cognitive to provide hyper-personalized ($C = X2C_{TM}^{2} = 1$) digital experience to clients and their end customers. Mphasis' Service Transformation approach helps 'shrink the core' through the application of digital technologies across legacy environments within an enterprise, enabling businesses to stay ahead in a changing world. Mphasis' core reference architectures and tools, speed and innovation with domain expertise and specialization are key to building strong relationships with marquee clients. To know more, please visit www.mphasis.com

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