

**SOLUTION OVERVIEW**

# Payer Solutions

Leveraging market-leading digital services and deep healthcare payer domain expertise to optimize your critical business operations and reinvent member and provider experiences.



## Core Offerings & Solutions



Digital Business Services (DBS)



Customer Experience Management (CXM)



Business Process as a Service (BPaaS)



Digital Engineering Services (DES)



Transformation & Innovation Group (TIG)

30+

Years of Healthcare Industry Experience

5000+

Healthcare Experts Worldwide

40+

Payer Clients including top national, regional & Blues Plans

30%+

Operational Cost Savings

90+

Net Promoter Score (NPS) for Healthcare Clients

40+

Digital Platforms

**Accelerate Payer Digital Transformation through our Proprietary Platforms**



## Market-leading Payer Platforms

- Sutherland SmartCred
- SmartPDM
- SmartRoster
- HealthConnect
- HealthAnalytics
- CX360

# Delivering Business Value And Outcome Across The Payer Value Chain

## Enrollment & Billing

- Faster TAT, accuracy of enrollment with **40%+ productivity improvement** through automation
- Higher **billing accuracy** leading to reduced penalties, improved member experience

## Provider Lifecycle Management

- **Over 1.2 M providers credentialed**; 8M+ provider records cleansed, 95% success on outreach
- **30%+ cost savings** for credentialing and further savings with **Multi payer credentialing**

## Claims & Payment

- Over **40% cost savings** through claims automation for intake, adjudication, payment integrity
- Higher **financial and payment accuracy** (99%+) of claims with 100% TAT compliance

## Medical Management

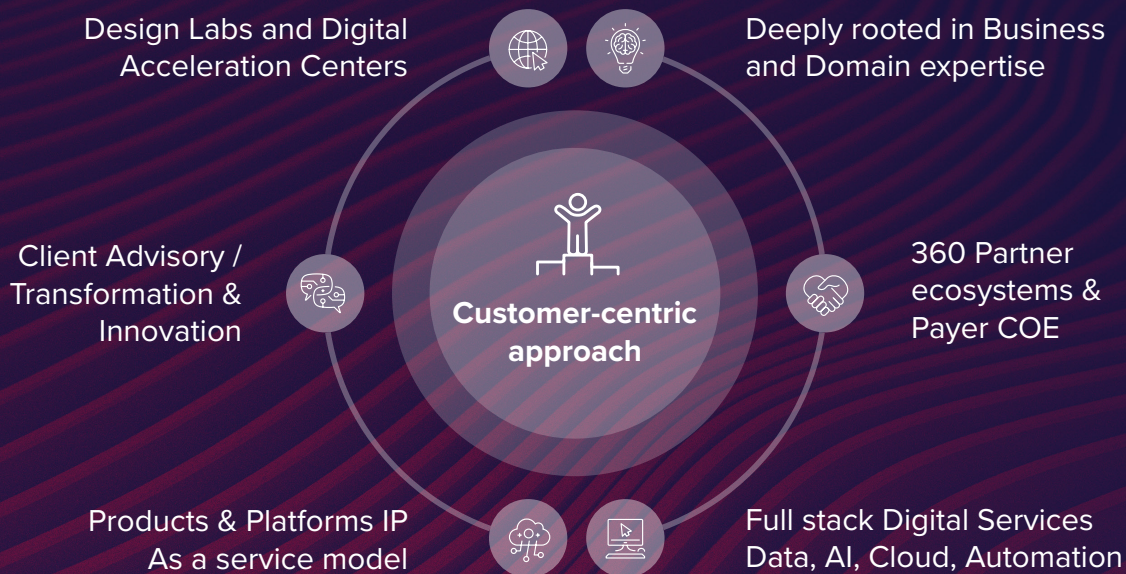
- Faster TAT with **85%+ automation for prior authorization** intake and triage processes
- Improved **clinical review response time, accuracy** for claims and appeals (1M+ transactions)

## Member & Provider Services

- Elevating **customer experience** with industry leading NPS, effort reduction by over 25%
- Driving adoption of AI based **digital engagement center** and **Member advocacy** model

## Regulatory Compliance

- Reduced cost of compliance with **“Survey as a service”** under shared services model
- **Audit support and automation** to ensure 100% compliance and faster responsiveness



## Unlocking Digital Performance. Delivering Measurable Results.

At Sutherland, we are a leading global business and digital transformation partner. We work with iconic brands worldwide in Healthcare, Insurance, Banking & Financial Services, Communications, Media & Entertainment, Technology, Travel & Hospitality, Logistics, Retail, Energy & Utilities industries. We bring our clients a unique value proposition through market-leading technology and business process excellence. Leveraging our advanced products and platforms, we drive digital transformation, optimize critical business operations, reinvent experiences, and pioneer new solutions, all provided through a seamless “as a service” model. For each company, we tailor proven and rapid formulas to fit their unique DNA. We bring together human expertise and artificial intelligence. In short, we do digital chemistry. It unlocks new possibilities, great client partnerships, and transformative outcomes.