Leading global health care insurer

8+ | Years of relationship
30+ | Engagements to date

Business Problems

- **Disconnected provider & clinician experience** within Utilization Management workflow that delayed clinical review

- **CMS Regulations** for price transparency & sharing of prior auth data

- **Multiple legacy UM apps** with siloed workflows & old code-base lacking scalability

- **No single secure point of access** to data from disparate sources across the enterprise

- **High TATs for auth workflows** for oncology, post-acute care (PAC), post service review etc.

CitiusTech Solution(s) & Value Delivered

- **UM platform modernization** using event driven architecture to enable real-time patient updates throughout episode of care

- **Unified interface for providers and case managers** with Patient360° view to review & complete Prior Authorization (PA)

- **Automation & optimization** for Oncology, PAC and Post Service Auth workflows

- **Hadoop-based scalable enterprise data lake** to ingest datasets like claims, membership, network, clinical, etc.

- **Cloud migration** of DW to reduce TCO

- **Kafka based near-real time PA data sharing** enabling Payer clients for CMS compliance

1000+
UM programs implemented for 100+ Plans

360°
view of 25TB data from 30 source systems

55%
OpEx savings w/ implementation & Automation

$500K+
Post Service Auth Process Automation

Powering the Future of Healthcare ▶

CitiusTech