

Hub Services Cloud Implementation



Business Problems

Ensure **Patients get prescribed drugs on time**

Create a **one-stop platform** that will accelerate the drug delivery process

Create a **platform** that will address clients challenges including **Revenue Cycle Management (RCM), Copay Support, Claims Management, Adherence, Patient Assistance Programs (PAP)**

CitiusTech Solution(s) & Value Delivered

- ▶ Conducted **operational and evidence-based assessments** to identify **workflow inefficiencies**, and implemented an **adaptive hub services platform** that **automated and streamlined** the below processes:
 - **Patient intake to patient obtaining a drug** that greatly reduced the overall cycle time
 - **Claims management process** for multiple drugs across multiple manufacturers (with minimal configuration charges)
- ▶ The platform also helped **derive Business Intelligence and Analytics** that provided **real-time visibility on patient journey, workforce management, and billing activities**



\$3M

savings in one-time cost

\$2M

annual savings through stream-lined workflows

4 Weeks 15%

time required to add a new drug (from the previous time of 3 months)

savings on workforce