Healthcare Industry Solutions

The U.S. healthcare system is undergoing its greatest transformation since the introduction of the federal medicare system over forty-five years ago. Healthcare reform legislation, along with cost containment pressures and a call for preventive, rather than reactive, care programs are leading to sweeping changes in the healthcare landscape.

The demand for preventive care and wellness management, the introduction of 40 million previously uninsured Americans into the health insurance system, and the expansion of social media and mobile technology are driving the evolution of a patient-centric healthcare system. The result is a rapid shift from traditional business-to-business (B2B) models to a business-to-consumer (B2C), or retail, model.

Revenue-side pressures are driving insurers to purchase IT service providers and hospital systems to acquire physician practices and manage ACO's. Employers are becoming insurers and demanding access to clinical and financial analytics previously reserved for commercial payers. Health insurers, providers, PBMs, Supply Chain and IT product vendors are members of an increasingly-integrated ecosystem – and all are seeking solutions that ensure their survival in a tidal wave of change.

In order to keep pace with this brisk evolution, industry players seek to understand the needs and motivations of individual customers in greater depth than ever before. The use of administrative claims data for business analysis has given way to the use of Big Data, a conglomerate of claims, lifestyle, social media, and other non-traditional data sources. Reactive engagement is giving way to prediction of Next-Best-Action and multi-channel information delivery. Business analytics, data interconnectivity, and retail engagement models form the foundation of the new healthcare ecosystem.

Tata Consultancy Services (TCS) is leveraging its global business transformation consulting expertise and delivery excellence to guide our customers as they navigate the changing healthcare landscape. We offer a broad range of innovative Healthcare Industry Solutions to address the challenges of an interconnected, patient-centric healthcare ecosystem. Whether operational efficiency or business analytics, integration of Big Data or IT service center management, digital/mobile strategy or behavioral analytics, TCS offers solutions that are both transformative and cost-effective.

Overview

Healthcare industry players are seeking new strategies engage customers and partners with "the right message, at the right time, through the right channel", while also containing costs and improving health outcomes. The shift to retail engagement models, and a wave of acquisitions of non-core businesses, drives the need for re-engineering of decades-old internal management processes in order to achieve operational efficiency.

The growing need for patient-centric business models, real time Big Data management, greater emphasis on wellness, eHealth and mHealth initiatives are driving simultaneous changes across the entire healthcare enterprise. Further, regulatory standards necessitate adherence to compliance guidelines…a challenge in an increasingly digital/mobile world. Healthcare enterprises and individuals therefore seek technologically advanced solutions to automate, streamline, standardize, and secure processes.

Our Healthcare Industry Solution portfolio addresses these changing industry needs. We draw on over four decades of industry transformation experience, including internal process re-engineering and cost control initiatives that streamline internal management; integration of data across the enterprise and industry ecosystem; business process improvement; and management of acquired IT services operations. We enable deployment of real-time, actionable business analytics. Our digital/mobile technology practice draws heavily on its success in delivering B2C solutions to the retail industry. Our domain-specific experience helps you to meet regulatory compliance mandates through a proven ICD-10 adoption roadmap.

Our core and innovative solutions, together with business process optimization and technology services, enhance your technological agility and help you adapt to the changing healthcare landscape. Consequently, our clients gain a competitive edge through leading-edge functionality, reduced costs, and greater compliance adherence.

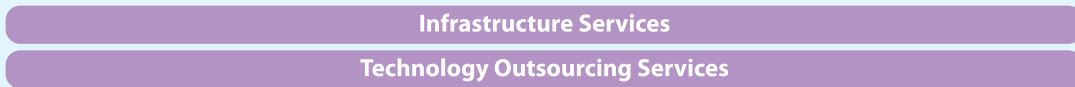## Solutions for the Patient Centric Healthcare ecosystem

Interconnected Domain

Payers	⟷	Providers	⟷	HMO	⟷	Home/Domicilary Care Management

Core Solutions

Legacy Modernization	Interconnected ecosystem	Hospital Management System	Regulatory Compliance	ICD 10 Solutions
System Integration	Claims Transformation	Business Intelligence	Portal Solutions	HIPAA Compliance
Healthcare Operations Optimization	Fraud Analytics	Clinical Analysis	Online Care	Provider Performance

Innovative Solutions

Digital Strategy	Predictive Business Analytics	mHealth	Remote Monitoring

Business Process Optimization

Fraud Analytics	Claims Process Analytics	Inventory Management	Cloud-Based Business Services	Disease Management & Care Analytics
Multi-Channel Customer Engagement	Call Center Analytics	Subrogation Services	Subscription Business Analytics	Wellness Programs

Technology Services

Infrastructure Services
Technology Outsourcing Services

An overview of Healthcare Industry Solutions

Our Solutions

Our global technology resources, extensive domain expertise, and dedicated healthcare solutions together enable smooth process transformation. Recognizing the emerging needs of the healthcare industry, we offer solutions to a wide variety of enterprise business problems, including:

- **Core solutions**. We help you adapt to new technologies and to integrate your primary business operations, generating cost-effectiveness and ensuring scalability.

- **Innovative solutions**. A transforming, patient-centric, retail-oriented healthcare ecosystem requires transformative solutions. Our solutions identify consumer preferences, enable right-channel B2C engagement, ensure regulatory compliance, and deploy effective, integrated mobile and digital capabilities.

- **Business process optimization.** Our solutions cover claims analytics, adjudication, processing and payment areas, and support your business goals

- **Technology services.** Our global IT presence enables us to offer best-in-class technology support that includes:
    - Post-M&A infrastructure management services
    - Technology outsourcing services.

Why TCS

With more than four decades of technology expertise and global operations that serve the top insurers around the world, we are the leader in providing the state-of-art services to the industry. With significant successes delivered through proven processes, deep technology expertise, operational excellence, people focus, and control and compliance, we have the track record and exceptional qualifications that help industry players select us as their partners. We have extensive experience in supporting healthcare customers and our pool of professionals bring diverse healthcare experience and strong domain knowledge. In addition, we bring to the solution our:

- **Global Network Delivery Model**™. Our unique business model ensures the consistent delivery of high-quality, cost-effective services anywhere, at any time.

- **Solution accelerators.** We balance our offerings with our products, tools, and methodologies, which solve the challenges of IT and operations, and enable business leaders to quickly introduce higher quality products and services.

- **Innovation Labs and Co-Innovation Network**™.. Our global solution centers, state-of-the-art innovation labs, and our research and development team combine into the Co-Innovation Network™, to drive and apply innovative real world solutions for the healthcare industry.

- **Full Services**.We provide flexible and scalable full service offerings delivered seamlessly through our GNDM™ while maintaining a global uniform single delivery standard.

- **Alliances.** We partner with some of the leading technology firms in the world to deliver world class solutions to the healthcare industry.

- **Multi-Domain Perspective.** We have decades of experience transforming the industries to which the healthcare industry is turning for innovative ideas. You can tap into that expertise by engaging our industry Centers of Excellence.

TATA CONSULTANCY SERVICES

Experience certainty.

Contact

To know more about TCS Healthcare Industry Solutions, contact
healthcare.solutions@tcs.com

About Tata Consultancy Services (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development. A part of the Tata Group, India's largest industrial conglomerate, TCS has a global footprint and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

For more information, visit us at **www.tcs.com**

IT Services
Business Solutions
Outsourcing